

Communications Champions

Improving services for those with
communication disabilities

*A collaborative project between the North East
and South London Cardiac and Stroke Networks
and Connect – the communication disability
network*



Who we've trained...

- Advocacy workers
- Chaplains
- Communications and engagement managers
- Community development workers
- Facilities managers
- Healthcare assistants
- Nurses
- Practice managers
- Promoting independence advisors
- Receptionists and administrators
- Social workers
- Therapists
- Travel trainers
- Volunteers



Pledges to improve communication access

Ensure do not disturb signs are placed on room doors when assessments are taking place to reduce environmental distractions (intermediate care)

Provide pens and notepads

Go on a ward round and assess interactions

Review resources and make them more accessible

Tidy up notice boards

Extend alert system to include people with communication disabilities (an alert which flashes on screen to signal reception and GP staff of needs)

Share the knowledge acquired at training with colleagues

Offer course to 2x admin staff in team

Create visual aids for use in reception areas

Allow extra time when working with people with communication disabilities

Ensure clients have pictures of the therapists involved in their care

Give service users a take away summary at 1:1 contacts

Implement a patient orientation board on the ward