



Brothers of Charity Services Galway

Communication Procedure and Provision of Information to Residents

Approved by	The Director of Services and Galway Services Management Team				
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Ethos

'We are committed to working with people with an intellectual disability to claim their rightful place as valued citizens. Inclusion is a fundamental principle that underlies all aspects of our work. We believe in the intrinsic value of every person and we aim to further the dignity of all associated with our services.'

'We continue the Brothers of Charity Services' tradition of being open to the best contemporary influences. We want to be inspired by the most creative ideas and to ask how we give them concrete expression.'

The Brothers of Charity Services Ethos (2001), Going Forward Together.

1.0 Introduction

The Brothers of Charity Services endeavour to offer services/supports in local communities. This enables each person who is supported by our Services to positively engage in the social and economic life of their local towns and villages and in doing so, develop a range of relationships that enhance their quality of life.

Our responses are based on the recognition of each person (who is supported by our Service) as an individual, an equal citizen with equal rights and an absolute respect of that status. We, therefore, support each person to live their lives based on their own personal visions and choices, to identify and select their personal goals in life and to develop their personal plan to achieve those goals.

2.0 Policy Statement

The Brothers of Charity Services Galway are recognises that every person with a disability has something to communicate and recognises the right of each person to have their message understood and acted upon. The Services are committed to clear and effective communication across the organisation underpinned by the belief that effective communication:

- Promotes good quality service provision;
- Plays a vital role in motivating and supporting employees;
- Assists individuals receiving services in making informed choices towards a full and valued life.

3.0 Purpose

The purpose of the Communication Procedure is to outline to employees, other workers, students and volunteers the importance of good, effective communication and ensure a consistent approach in line with current and best practice.

4.0 Scope

The Communication Procedure applies to the Brothers of Charity Services Galway employees, other workers, students and volunteers. Throughout this document the term employee is used and includes all persons paid or unpaid who support people using the Service.

5.0 Legislation and other related Policies/Procedures/Protocols and Guidelines

Health Act 2007 (Care and Support of Residents in Designated Centres for Persons (Children and Adults) with Disabilities Regulations 2013

6.0 Glossary of Terms and Definitions

HR – Human Resources

PTD – Paid Training and Development

7.0 Roles and Responsibilities

7.1 Department Heads/Managers/Co-Ordinators/Team Leaders are responsible for ensuring that employees and relevant others are informed of the Communication Procedure and their responsibilities to adhere to its requirements.

7.2 Department Heads/Managers/Co-Ordinators/Team Leaders are responsible for ensuring that employees sign the Policy/Procedure/Protocol/Guideline Signature page¹ as confirmation that they have read, understand and agree to abide by the conditions laid out in the Communication Procedure and advise them of their responsibility to keep themselves familiar with Policy / Procedure / Protocol / Guideline updates as part of their terms and conditions of employment.

7.2 All employees must adhere to the Communication Procedure.

8.0 Procedure/Protocol/Guideline

8.1 General Principles

8.1 Employees must recognise that each individual have their own particular way of communicating and ensure that each individual's right to communicate is promoted and facilitated.

8.2 Employees must ensure that each person is assisted and supported at all times to communicate in accordance with the individual's needs and wishes. (Health Act 2007 (Care and Support of Residents in Designated Centres for Persons (Children and Adults) with Disabilities) Regulations 2013 10(1).

- 8.3 All employees will work in partnership with the individual, their families and significant others to reduce the impact of communication difficulties and increase independence, choice, participation and relationships.
- 8.4 Supporting successful communication for individuals receiving services must be in line with person centred planning approaches and help to promote real and chosen priorities for people.
- 8.5 The Personal Profile (Section 1 Personal Details – Communication) will clearly and concisely document any particular or individual communication supports required by the person in accordance with the Health Act 2007 (Care and Support of Residents in Designated Centres for Persons (Children and Adults) with Disabilities) Regulations 2013, 10 (2).
- 8.6 The Personal Profile and Plan must be available to the individual and/or representative in an accessible format in line with the Health Act 2007 (Care and Support of Residents in Designated Centres for Persons (Children and Adults) with Disabilities) Regulations 2013, 5 (5).
- 8.7 Where speech and language support is required employees will support the individual to access services from primary care teams in the community or privately if the person wishes to avail of this option.
- 8.8 Employees must support individuals to exercise their right to communicate to:
- Request desired objects, actions, events and people.
 - Refuse undesired objects, actions, events and people.
 - Express personal preferences and feelings.
 - Be offered choices and alternatives
 - Reject offered choices
 - Access a telephone and appropriate media such as television, radio, newspapers and intranet. Health Act 2007 (Care and Support of Residents in Designated Centres for Persons (Children and Adults) with Disabilities) Regulations 2013, 10 (3)(a)
 - Request and receive another person’s attention and interaction
 - Ask for and receive information about changes in their routine and environment
 - Receive intervention to improve communication skills
 - Receive a response to any communication

- Have access to and are supported to use any recommended Augmentative and Alternative Communication (AAC) and other Assisted Technology (AT) services, aids, appliances and devices to promote their full capabilities. Health Act 2007 (Care and Support of Residents in Designated Centres for Persons (Children and Adults) with Disabilities) Regulations 2013, 10 (3)(b)(c)
 - Have AAC and AT devices that function properly at all times.
 - Be in environments that promote communication as a full partner with other people including peers.
 - Be spoken to with respect and courtesy
 - Be spoken to directly and not be spoken for or talked about in the third person while present
 - Self-advocate and act independently
 - Give consent
 - Have clear, meaningful and culturally and linguistically appropriate communications.
- 8.9 LAMH is the recognised sign system for people who have communication difficulties. Employees supporting individuals using LAMH will be facilitated to attend training.
- 8.10 Employees must provide clear information to people supported about what is happening throughout their day by using objects, pictures, symbols or words depending on the person's individual needs/preferences.
- 8.11 Written communication needs to be in an 'easy to read' format and where possible individuals receiving Services must be involved in the production of such easy to read information and documents.
- 8.12 Individuals living in a designated centre will have a copy of the Statement and Purpose available to them and their representatives in accordance with the Health Act 2007 (Care and Support of Residents in Designated Centres for Persons (Children and Adults) with Disabilities) Regulations 2013, 3 (3).

- 8.13 Individuals living in a designated centre will receive a copy of the Residents Guide in accordance with the Health Act 2007 (Care and Support of Residents in Designated Centres for Persons (Children and Adults) with Disabilities) Regulations 2013 20(1).
- 8.14 Employees will ensure that each individual in accordance with their wishes, age and nature of disability has access to advocacy services and information about their rights. Health Act 2007 (Care and Support of Residents in Designated Centres for Persons (Children and Adults) with Disabilities) Regulations 2013 (2) (d).
- 8.15 Employees will ensure that each individual and their representative are provided with a copy of the Complaints Procedure² which is in an accessible and age appropriate format and includes the appeals procedure in accordance with the Health Act 2007 (Care and Support of Residents in Designated Centres for Persons (Children and Adults) with Disabilities) Regulations 2013 34(1).

9.0 Revision and Audit

The Communication Procedure will be reviewed on an annual basis, from date of implementation and subsequently on a three yearly basis guided by the Chairperson of the Procedure Review Group and in consultation with the Management Team.

More frequent reviews may take place if deemed warranted. This Procedure will be reviewed in line with current legislation and standards of good practice.

This Procedure supersedes all other Policies, Procedures, Protocols and Guidelines relating to Communication.

10.0 References and Bibliography

The Brothers of Charity Services Ethos (2001), Going Forward Together.