

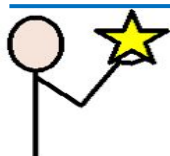


Welcome! The Total Communication Now Project newsletter hopes to keep you up to date with news and information relevant to working with people with a Learning Disability. We also want to share news on how your service is promoting Total Communication where you work and in your community.

### Inside this issue:



Five Good Communication standards	1 & 2
Total Communication Now Project	2
Total Communication Training Dates	3
Honiton Library	3
Total Communication Website	4
Contributions and Acknowledgements	4



## Five Good Communication Standards

Most people with a learning disability have a communication difficulty. This can be hidden or overlooked. Everyone needs to know what good communication support looks like and how to ensure strategies are in place to enable this. As a profession we recommend five best practice communication standards. We believe that these values should be demonstrated by services and individuals.

The use of visual aids such as communication passports and visual planners; Makaton signing and multi-media communication aids can ensure that some of these communication standards are being met. The Total Communication Now Project can support individuals and services to produce these communication aids. To find out more turn to page two.



## Five Good Communication Standards



1. Up to date information about how to communicate with someone is shared with all relevant people.
2. Staff can show how they support people to make decisions about their care.
3. Staff value the way a person communicates and have the communication skills to support them.
4. Staff create opportunities, relationships and environments that encourage the individual to communicate.
5. Staff help the individual to understand and communicate about their health and well-being.



## Total Communication Now Project

The Total Communication Now project is a Devon-wide initiative, which was set up in 2009. The project aims to create opportunities for individuals with a learning disability; support workers; professionals; families and carers to get ideas; to help make meaningful visual aids; to support people to communicate and make community services accessible to all.

We are able to loan audio visual and resource making equipment to individuals and services in Exeter, East and Mid Devon to create films and visual aids. We can demonstrate how to use communication apps on iPad tablet devices and support people to learn Makaton signing. If you would like further information about the project please contact the team assistant Sarah Amoah on 01392 208 373.





## Total Communication Training Courses

The Speech and Language team regularly runs Total Communication courses for carers working with people with a learning disability in Exeter, East and Mid Devon. The introductory course outlines the principles of Total Communication and the difficulties experienced by people with a learning disability. The course extends personal communication skills and includes an introduction to Makaton signing and the use of Total Communication resources to facilitate communication. Following completion of the introductory course, additional courses are available on working with people with profound and multiple learning disabilities (PMLD), making information accessible and easy read resources, signing and eating and drinking awareness.

**Upcoming courses: dates to be confirmed.**

## Total Communication in the Community:

### Honiton Library

The Speech and Language Library Manager, Linda Isaacson said, "We wanted to make the library an easier and more enjoyable experience for people with communication difficulties. We have learned some Makaton signs and are eager to put into practice everything we have been taught by the SLT team and Devon Link Up."

A communication board has been introduced to allow library staff and members of the public to use the pictures and symbols on the board, to express themselves clearly and make themselves understood.



## New Total Communication Now website

The Total Communication Now project across Devon has a new website. You can find information on training within your local area; links to other websites that support Total Communication; stories and examples of how others use TC resources, and videos of people sharing their stories of having a communication difficulty.

Visit at: [www.totalcommunicationnow.org](http://www.totalcommunicationnow.org)

If you would like to discuss any of the information in the newsletter or would like to contribute to the next edition please contact the SLT team. If you would prefer not to receive this newsletter please email Sarah Amoah.



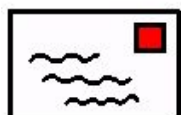
Sue Brain  
Lead SLT



Adela Lewis  
SLT



Sarah Amoah  
SLT Assistant



Exeter Community Learning  
Disability Team Franklyn  
House

Franklyn Drive

St Thomas

Exeter

EX2 9HS



01392 208 373



[sarahamoah@nhs.net](mailto:sarahamoah@nhs.net)

### Contributions and Acknowledgements:

Thanks to Linda Isaac at Honiton Library.

Widgit Symbols (c) Widgit Software 2002-2014 [www.widgit.com](http://www.widgit.com)