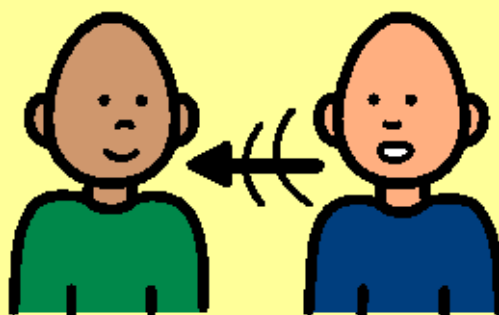


Healthcare Communication Resource



To use with adults who have communication difficulties
during their stay in hospital or during
healthcare appointments

By: Rosemary Walker & Helen Paterson
Speech and Language Therapists
Central London Community Healthcare NHS Trust.

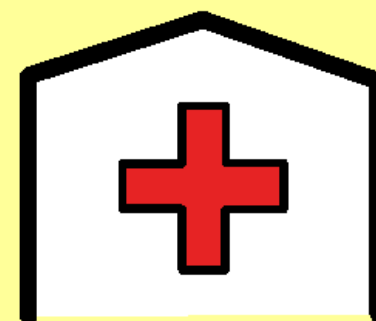


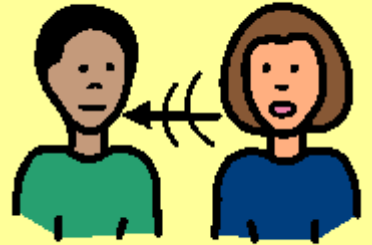
Table of Contents

- 1) Introduction
- 2) Instructional Manual
- 3) Communication Topic Pages
 - a. My Needs
 - b. Feelings
 - c. People
 - d. Places
 - e. Food/Drink
 - f. Activities
 - g. Medical Procedures
 - h. Body Parts
 - i. Transport
 - j. Future
 - k. Methods AAC
 - l. Communication
 - m. Swallowing Dangers
 - n. Swallowing Drink
 - o. Swallowing Food
 - p. Days of the Week
 - q. Months of the Year
- 4) Pain Scale & Horizontal Scale
- 5) Body
- 6) Direct Access Alphabet & Numbers
- 7) Makaton
- 8) British Sign Language

Healthcare Communication Resource

Introduction

The Healthcare Communication Resource was developed to help nurses, doctors, and other healthcare staff to communicate with patients who have communication difficulties. The difficulties may be due to learning disabilities, communication problems because of a stroke, Parkinson's Disease, or other neurological conditions, or because English is not a person's first language.



This resource has been developed to ensure that the person with communication difficulties is **assisted to understand what is happening to them**, and also to **enable that person to express him/herself to you**.

This book contains:

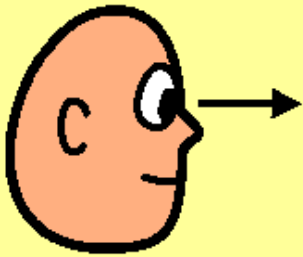
- ✓ information about why people may have difficulties understanding or communicating.
- ✓ useful tips you can use to improve communication.
- ✓ pages of pictures you can use to help with communication.

This book is intended to be used with any patient receiving healthcare who has communication difficulties.

Remember- check with the Speech and Language Therapist if you are not sure about the best way for a person to communicate or you need more help with this book.

How To Use

Tips for Using this Communication Resource:

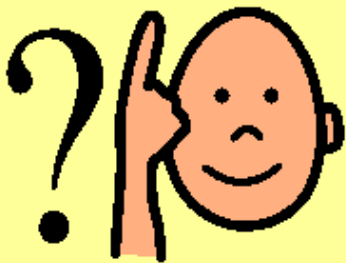


- ✓ Position the pictures where the person can either touch the picture or use their eyes to point to the picture they want.
- ✓ Make sure the patient is wearing glasses if they need these.

The layout of the pictures:

- Red Box is the topic
- Yellow are 'yes' and 'no'
- Items in the blue box are words related to the topic.

Using the book to explain something:



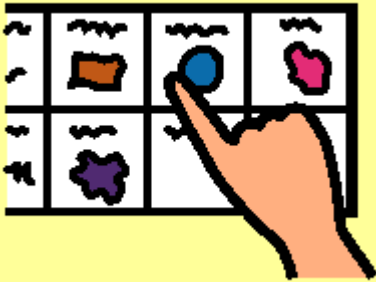
Many people with communication impairments may have difficulty reading, and they may find it hard to understand when you explain things using just your speech: You can use the pictures and symbols to help you to get your message across.

Also remember to:

- ✓ Speak in simple/short phrases
- ✓ Give the person **time to respond**, they may need extra time to process information and then use their speech muscles to form the words
- ✓ Use visual clues as well as your speech to help the person to understand e.g. use gestures, facial expressions pictures, objects, gestures, and signs
- ✓ If you are writing something down, use single words/short phrases e.g. 'FOOD'

Using the book to help the persons tell you what they want to say:

Some people with communication impairments do not communicate verbally, or their speech can be hard to understand. Pictures can help them to get their message across to you.



- ✓ Remember - A person may use a mixture of speech, gesture and pictures to get their message across.
- ✓ Use the 'yes' and 'no' to check what they are saying to you e.g. 'Do you want the ice-cream? Point here - yes or no'
- ✓ Making Choices: Many people find it hard to make choices. Having pictures to look at will help them.



- ✓ If the person is **able to spell**, they could use a **pen and paper**, or **spell out words on the alphabet chart in the book**.

- ✓ If a person **can not point**, you can point to the pictures/letters for them, and get them to indicate when you get to the picture/letter they want.

Note of Caution

Not all people with a Learning Disability or communication problem after a stroke or head injury will take meaning from a picture, photo, or symbol. You can also use the actual object - like a cup or gown to help explain what you are trying to say.

Always remember to check if the person has their own way of communicating or ask a close family or carer or a Speech and Language Therapist .

Healthcare Communication Resource

Developed by:

Rosemary Walker, Speech and Language Therapist
Helen Paterson, Speech and Language Therapist.
Central London Community Healthcare NHS Trust

Consulted during this Process:

- Individuals with communication difficulties
- Speech and Language Therapists from Chelsea and Westminster Hospital and Imperial Healthcare Acute NHS Trust
- Community speech and Language Therapists in CLCH
- Nurses- clinic

The Hospital Communication Resource was developed by collating information from different resources and assembling them in an original format.

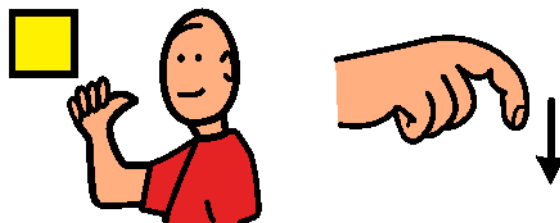
Resources used:

- Boardmaker Picture Symbols
- Photosymbols
- Hospital Communication Book, Learning Disability Partnership Board, Surrey.
- Talking Mats

yes



my need



no



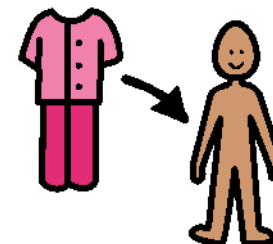
toilet



food / drink



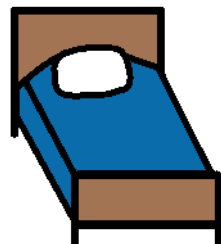
get dressed



watch TV



bed



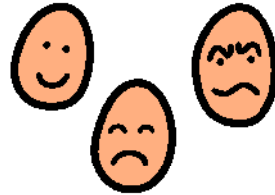
chair



yes



feelings



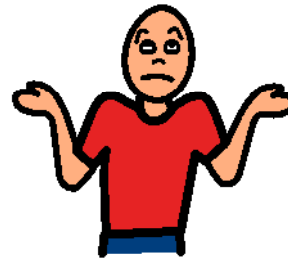
no



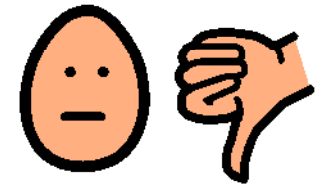
happy



I don't know



sad



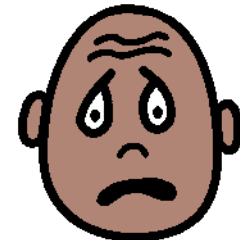
pain



ill



worried



yes



people



no



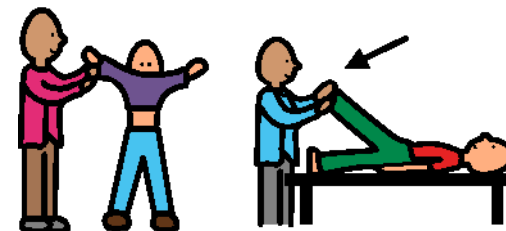
doctor



nurse



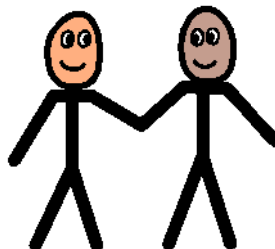
therapist



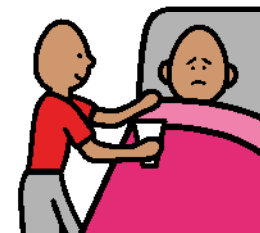
family



friend



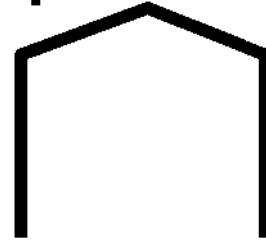
carer



yes



place



no



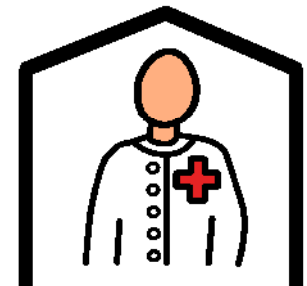
home



day centre



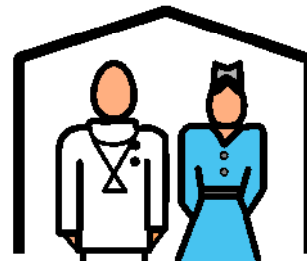
nursing home



hospital



clinic



flat



yes



food / drink



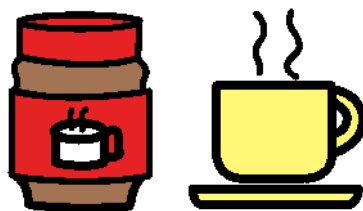
no



tea



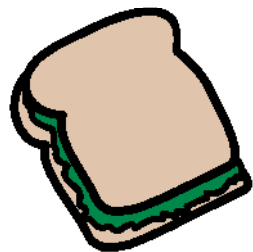
coffee



water



sandwich



biscuit



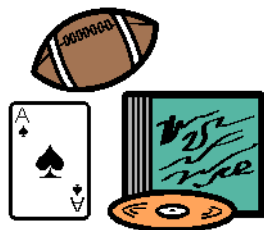
fruit



yes



activities



no



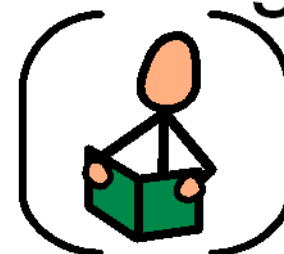
sports



gardening



reading



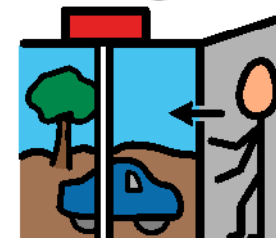
music



cooking



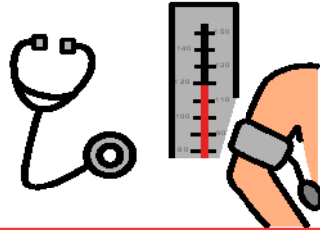
going out



yes



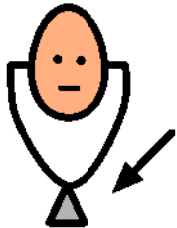
medical procedures



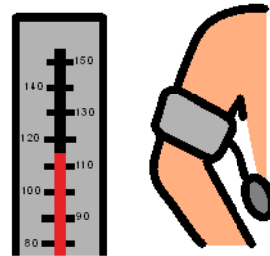
no



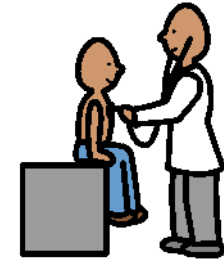
check up



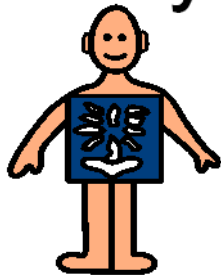
blood pressure



doctor visit



x-ray



injection



medicine



yes



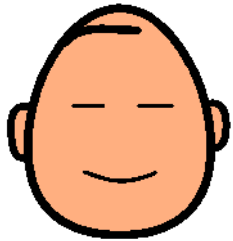
body parts



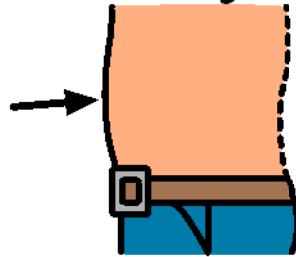
no



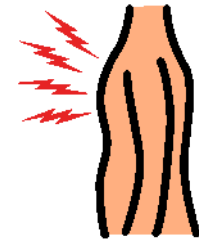
head



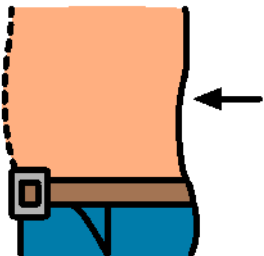
belly



chest pain



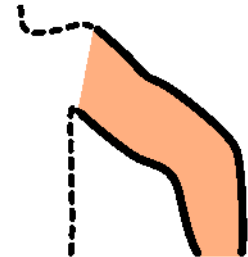
back



leg



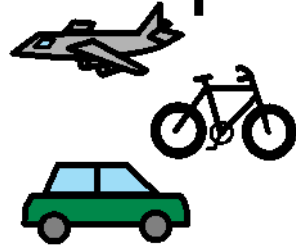
arm



yes



transport



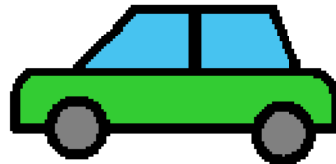
no



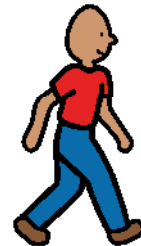
bus



car



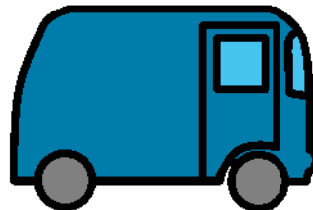
walk



taxi



van



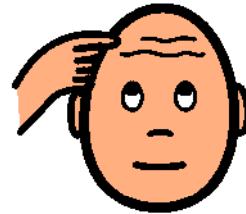
London tube



yes



think



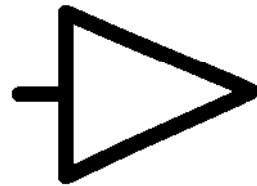
no



money



future?



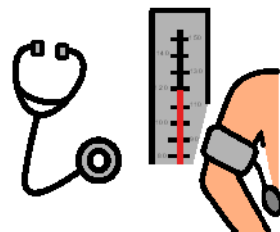
home



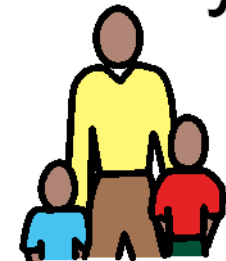
pets



health



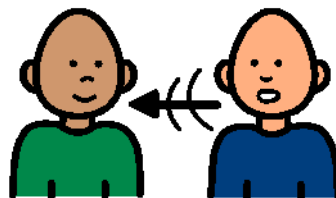
family



yes



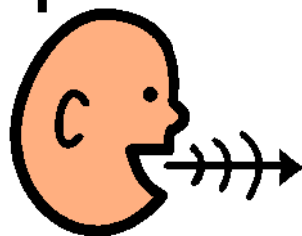
communication



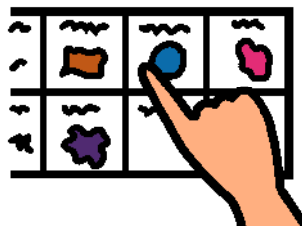
no



speech



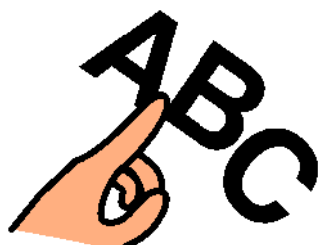
picture chart



communication
device



spelling chart



writing



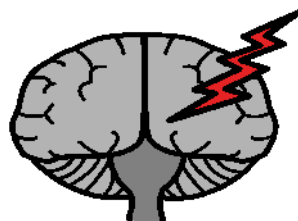
computer/laptop



yes



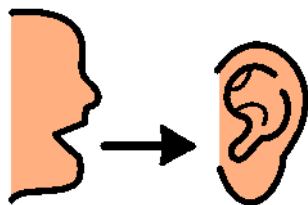
brain



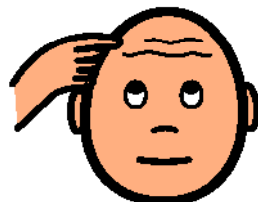
no



understanding



finding
words



writing



speech muscles



voice



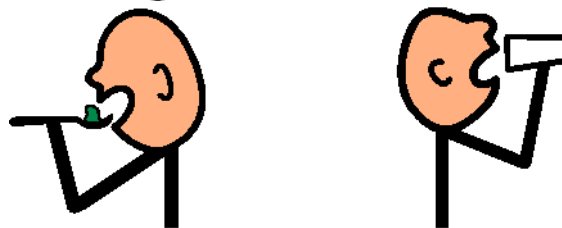
reading



yes



eating and drinking



no



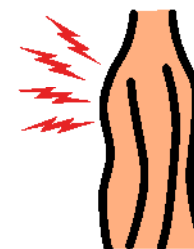
choke



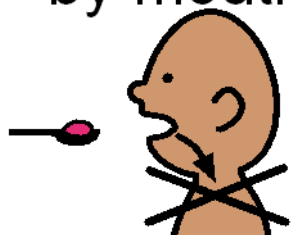
cough



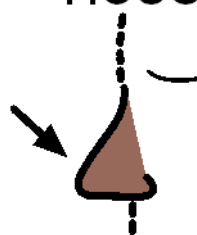
chest infection



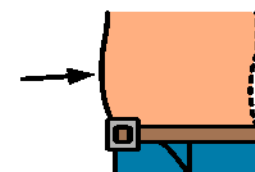
no food/drink
by mouth



feeding tube-
nose



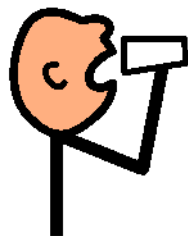
feeding tube -
stomach



yes



drinking



no



normal thin
drinks



naturally-thick
fluids



syrup-thick
fluids



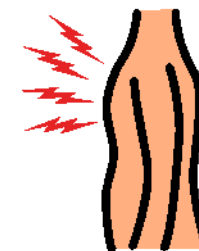
choke



cough



chest infection



yes



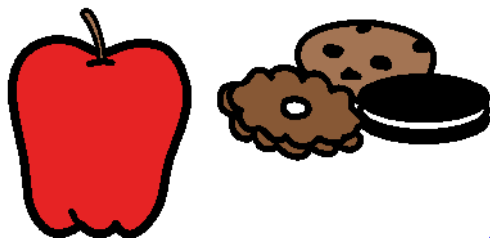
food



no



normal foods



mashed/soft
foods



pureed/blended
foods



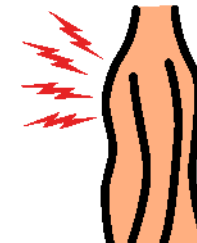
choke



cough



chest infection



A simple, stylized yellow sun with a black outline. It has a smiling face with two dots for eyes and a curved line for a mouth. The sun's rays are represented by a scalloped, cloud-like border.

S	M	T	W	Th	F	S



S	M	T	W	Th	F	S

S	M	T	W	Th	F	S

S	M	T	W	Th	F	S

S	M	T	W	Th	F	S

S	M	T	W	Th	F	S

S	M	T	W	Th	F	S

S	M	T	W	Th	F	S

yes



months of year

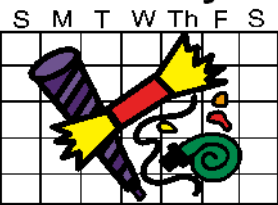


MONTH						
S	M	T	W	T	F	S

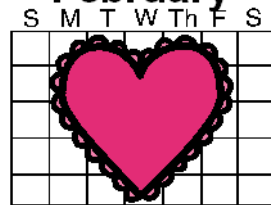
no



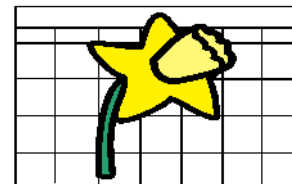
January



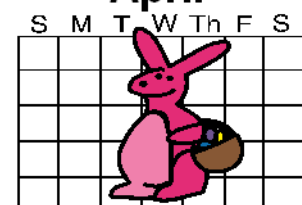
February



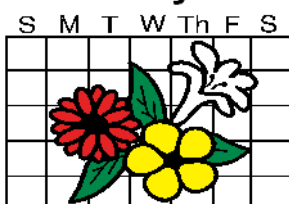
March



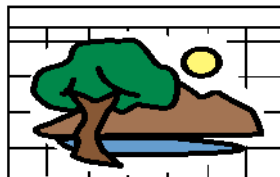
April



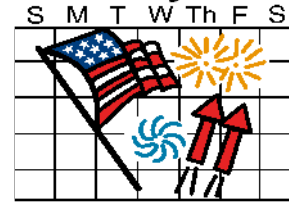
May



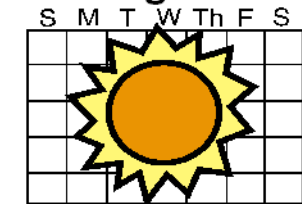
June



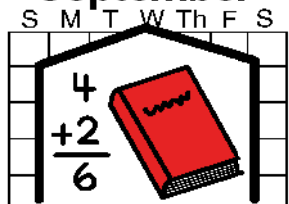
July



August



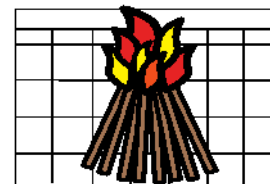
September



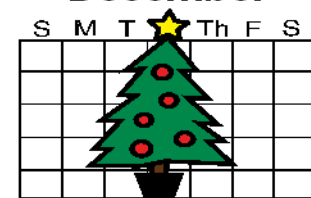
October



November

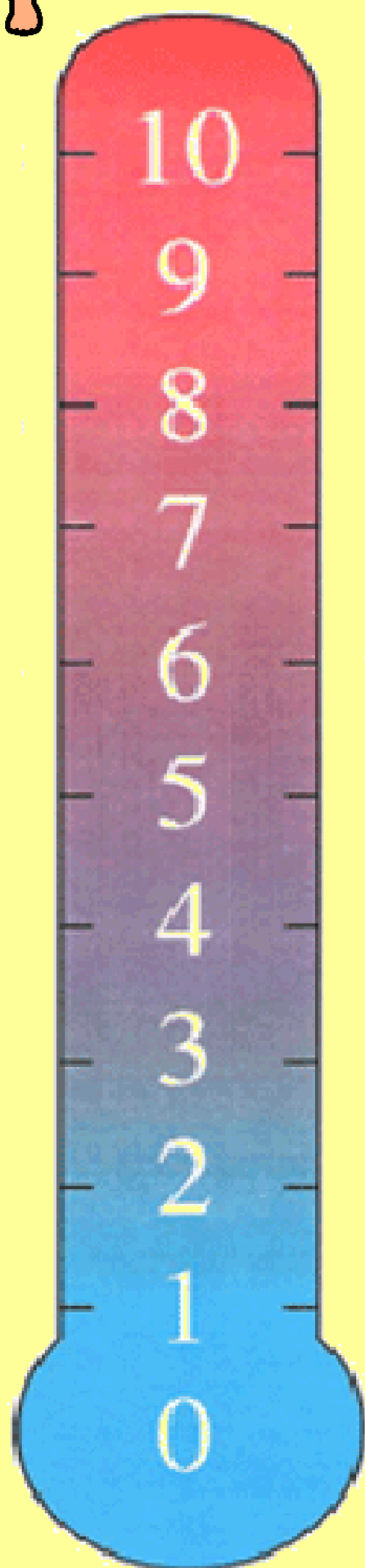


December





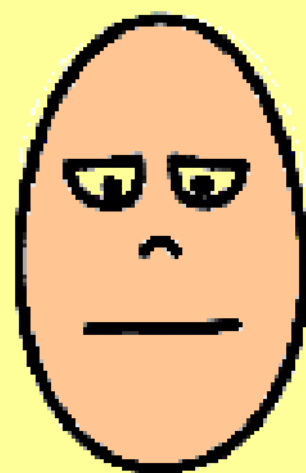
how much pain?



a lot



some



none





1

2

3

4

5

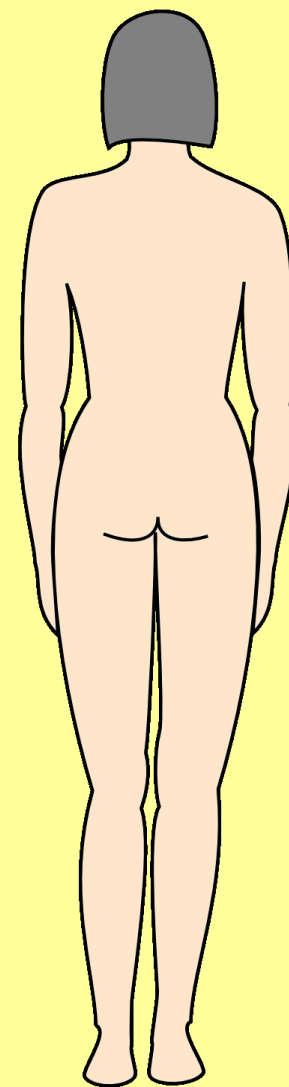
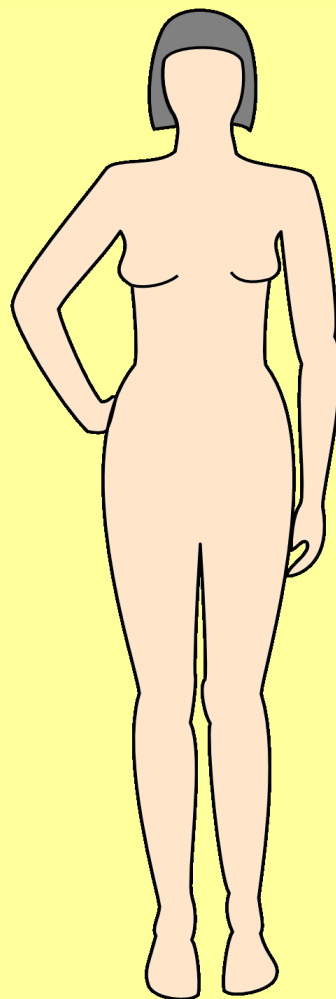
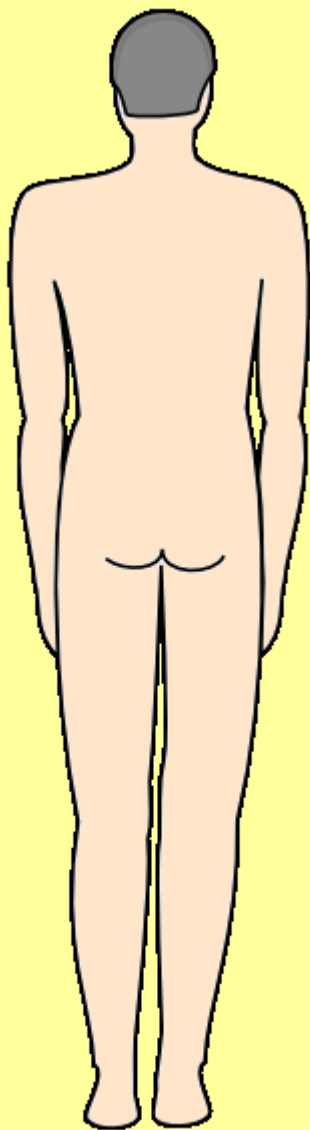
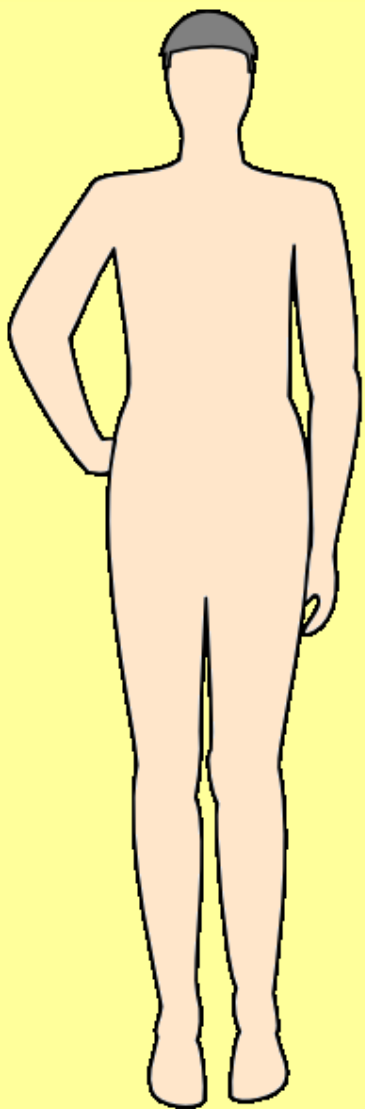
6

7

8

9

10


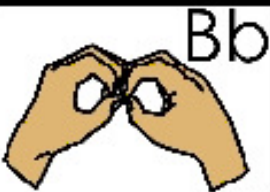

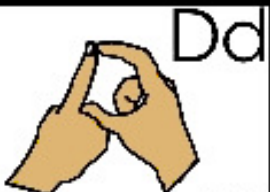
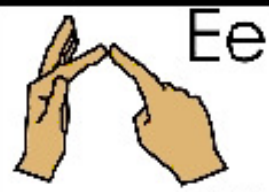
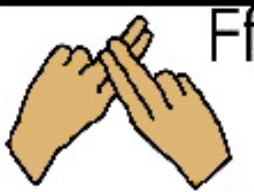





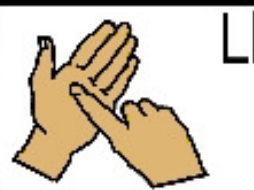


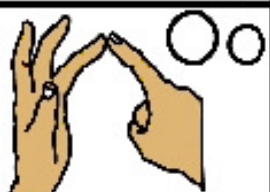
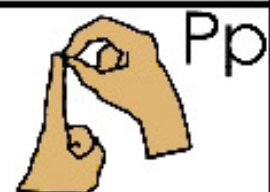









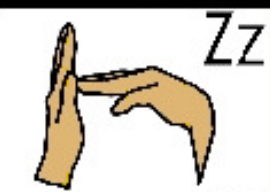


YES				END OF WORD		NEW WORD				NO
A		B		C		D				
E		F		G		H				
I		J		K		L		M		N
O		P		Q		R		S		T
U		V		W		X		Y		Z
0	1	2	3	4	5	6	7	8	9	10

British Sign Language

Right Handed

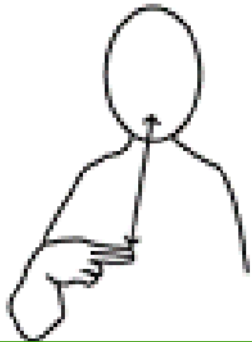
Two Handed Fingerspelling Alphabet

 Aa	 Bb	 Cc	 Dd	 Ee	 Ff
 Gg	 Hh	 Ii	 Jj	 Kk	 Ll
 Mm	 Nn	 Oo	 Pp	 Qq	 Rr
 Ss	 Tt	 Uu	 Vv	 Ww	 Xx
 Yy	 Zz				

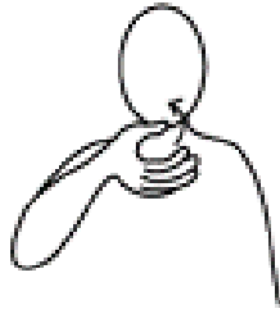
Learn some signs online at:

www.british-sign.co.uk

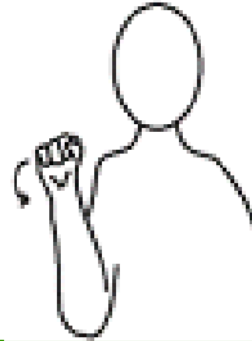
eat



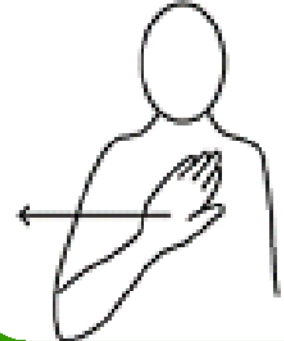
drink



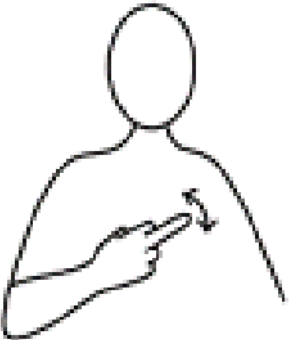
yes



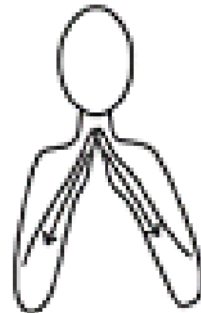
no



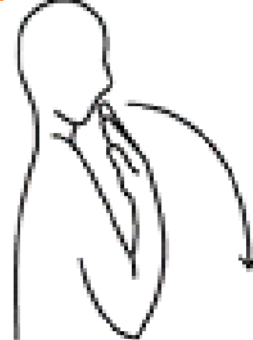
toilet



home



please



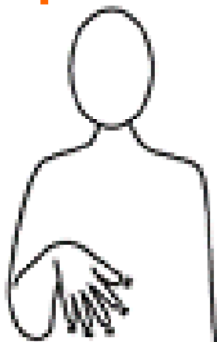
thank you



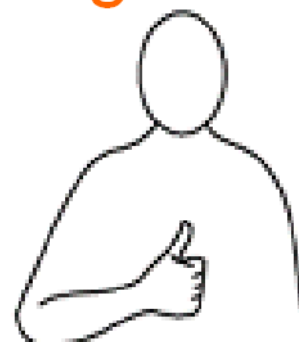
sleep



pain



good



bad

