



Aurora

Enriching lives, Enriching Communities

Policy on Communication and provision of Information to People Supported

Policy Number	Policy Developed by	Date Developed
8 & 13 – Schedule 5	Mirjam Lettner. Sarah Egan Nicky Costello	30/06/2020
Version	Amendments	
2	Review of Policy to reflect rebranding	
Reviewed by		Review completed
Mirjam Lettner & Heather Thunstead		29/03/2023
CEO signature		Next Review Date
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Mission Statement

Utilising our resources and skills to provide intentional supports for the people we support; enabling them to live full and inclusive lives by contributing to and enriching the fabric of their local communities.

SPC partners with external agencies and community services to facilitate '*ordinary lives in ordinary places*'

Vision Statement

People supported will live a good life, in their own home, with supports and opportunities to become active, valued and inclusive members of their local communities.

1. Policy Statement

Aurora Enriching Lives, Enriching Communities (Aurora) is committed to promoting autonomy for each person supported. This requires an ongoing process of communication to address individual needs. This requires truthful, open communication and an atmosphere of trust and mutual respect. Effective communication is the cornerstone of informed consent and is essential to ascertain the person's will and preferences with regard to care, support and treatment. Effective communication can also identify any supports required in the decision-making process. A shared dialogue about care, support and treatment will ensure that information is both given and understood. A person's preferences and requirements for assistance with decision-making may change over time. An awareness of the person's supported personal story is an important aspect to promoting autonomy. The guiding principle of this policy is that each individual's rights and dignity are respected. (HIQA guidance "Supporting people's autonomy", 2016)

Aurora is committed to clear and effective communication across the organisation to ensure:

- Good quality service provision
- Assist people supported in making informed choices towards a full and valued life.

Communication is a process between two or more people which involves the sharing of feelings, information and/or ideas. Successful communication is central to participation in life allowing a person to form relationships, establish identities and to take up meaningful social roles in the community. Communication enables a person to contribute socially, educationally and vocationally (IASLT, March 2019).

- Person centred practice

Person centred practice is guided by how a person wants to live their life and what is required to make that possible. Aurora acknowledges the importance of supporting each person to identify their dreams, wishes and goals and what is required to make those possible.

5. General Principals

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

4.2 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 with Disabilities, Regulations 2013, 10 (1)).

4.3. All employees will work in partnership with the person, their families and significant others to reduce the impact of communication difficulties and increase independence, choice, participation and relationships.

4.4 Supporting successful communication for persons receiving services must be in line with person centred planning approaches and help to promote real and chosen priorities for people.

4.5 The Personal Plan 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 with Disabilities) Regulations 2013, 10 (2).

4.5 Employees must support individuals to exercise their right to communicate to:

- Request desired or refuse undesired objects, actions, events and people.

4.9 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 with Disabilities) Regulations 2013, 3 (3).

4.10 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 with Disabilities) Regulations 2013 20(1).

4.11 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 with Disabilities) Regulations 2013 (2) (d).

4.12 Employees will ensure that each individual and their representative are provided with a copy of the Complaints Procedure 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.

6. Format of Information

Any information given to people supported by Auora Enriching Lives, Enriching Communities must be in a format they can access and understand easily. This includes:

- Written information in easy to read format
- Video format (throughout the use of IPAD)
- Audio format
- Objects of reference or other communication aids/systems
- Lamh

What specific format is used depends on the person's literacy skills, verbal understanding and ability to recognise photos/symbols. Staff working with each person should have a

Further guidelines and information can be found in:

“Make it Easy: A guide to preparing Easy to Read Information” (2011)

Inclusion Europe checklist: www.inclusion-europe.co.uk/checklist

Mencap’s Make It Clear: [www.mencap.org.uk/make it clear](http://www.mencap.org.uk/make-it-clear)

8. Support to access information and make choices

When providing information to any person supported by St. Patricks Centre, a member of employees will spend time with the person and give them any assistance they need to access and understand the information. Information will be provided to people as soon as possible, so that they have an adequate amount of time to understand the information and to make choices and decisions about it. If necessary, the information will be provided to the person more than once, to allow them to make properly informed choices and decisions.

Every person supported in Aurora Enriching Lives, Enriching Communities must be given choices throughout their day, including at mealtimes. These choices must be provided in different formats (i.e. using photos/symbols/objects of reference/verbal language) according to the individual person’s abilities and strengths. Staff working with each person should make a decision on the best format for the person in consultation with the person in charge of the residence /centre. Advice should be sought from other professionals (e.g. speech & language therapy) if the person in charge and the key employees are unsure of the most appropriate format to use.

9. Provision of information regarding day to day operations

Information will be provided to people on a daily basis in their home or elsewhere in a format that they can access and understand. This

consult with Aurora Enriching Lives, Enriching Communities Advocacy Working Group for advice around this.

Focus on Future Planning Meetings will:

- ensure that people in the centre are provided with information in a format they can access and understand, and are given assistance and time to properly understand the information being given.
- ensure that people in the centre are given opportunities to make choices and decisions throughout the day and are given the necessary assistance and time to make informed choices and decisions
- ensure that people in the centre are provided with information regarding the daily routine of activities, the daily employees rota and any planned outings or events. They should ensure that this information is provided in whatever formats are necessary for each person in the residence/centre to understand, and that any rotas/schedules are kept updated according to changes in the routine or in employees.
- ensure that people in the centre are provided with information regarding major events, policies and any developments/ significant changes in the service. If the group feel that is necessary to ask someone from outside the centre to speak to people about a topic, they should talk to the person in charge to arrange this.
- ensure that people in the centre are informed about what type of personal information is kept about them, who has access to it and how they may see it. Please refer to Aurora Enriching Lives, Enriching Communities Data Protection Policy.

The person in charge of the centre should meet with the group on a regular basis to pass on information and to discuss any concerns, plans or issues.

11. Induction for new employees

As part of a new employees member's induction into a centre, the employees member will be given time to:

- introduce themselves to each person in the centre and spend time with each person to get to know them