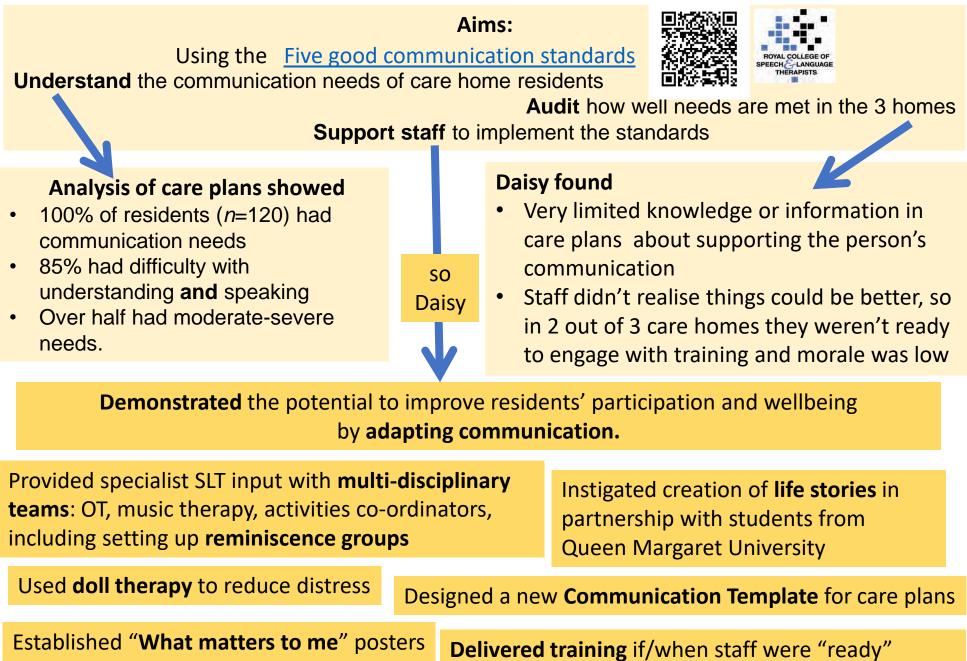
Embedding the Five Good Communication Standards in 3 Lothian care homes

NHS Lothian, Adult Community Speech and Language Therapy (SLT)

SLT secured project funding for a full time therapist for a year. Daisy Blair took on the role.Background Only 6% of Care Home referrals to SLT request support with communication, yet we know people living in care homes have communication needs.



Modelled intensive interaction

Organised support from the learning disability team

Key points

- Staff were not ready for a training package. A **flexible**, hands on proactive approach worked well, taking advantage of opportunities as they arose in a changeable environment.
- One size does not fit all. Interventions had to be tailored to each setting.
- Relationship building and co-production with staff and other professionals was essential.

Recommendations

- The current referral based, reactive SLT service does not meet the communication needs of care home residents. This affects the wellbeing of both residents and staff.
- Achieving good communication standards in Lothian care homes requires provision of a dedicated, specialist SLT team, offering proactive communication support, working in collaboration with existing teams and networks. This is in addition to current community SLT provision.