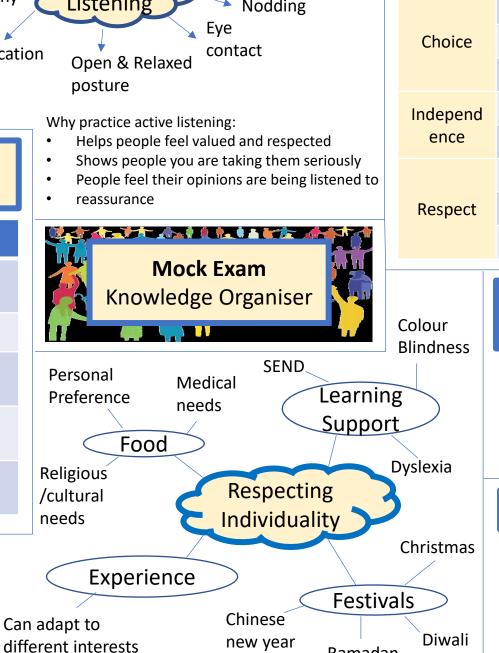


Active Summarising Showing < empathy Listening **Nodding** Eye contact Clarification Open & Relaxed posture



What could happen if a vulnerable service users leaves a care establishment unattended

Hazard	Risk				
Injury to service user	<ul><li>Trip/Fall/Cuts</li><li>Danger crossing roads</li></ul>				
Easy prey	Could be attacked/Mugged				
Environmental Issues	<ul><li>Sunstroke</li><li>Hypothermia</li></ul>				
Limited access to resources	Lack of food/water				
Pre-existing conditions	<ul><li>Could deteriorate</li><li>No access to medication</li></ul>				

- Protection from harm/abuse
- Respect for privacy/boundaries
- Understand cultural/religious beliefs
- Treat as an individual

Service

users

rights

Can adapt to

Ramadan

Creating a confidential environment:

Information's users can understand

Encourages informed choice making

Develops skills to cope alone

Listening and valuing opinions

Promotes positive relationships

Involving users in all activities

- Private rooms for meetings
- Meetings away from others
- Doors on meeting rooms
- 'Do not disturb' signs
- Keep discussions private

## Specialist communication

**Braille** 

Supporting individuals with disabilities

**Empowering** 

Allows for opinions

- Sign Language
- **Interpreters**
- Makaton
- Voice Activated Software

Type O		•	Reasoning	Negatives		Person	Н	Competence Having the ri			Care Ensure all		Communication Having the right knowledge and sk	
Staff Tr	raining	•	Keeps staff knowledge up to date	Takes up staff time		Centred Values		nowled	dge an	d skills	needs are	met		
		•	Raises awareness	Absent members may miss training		"Focusing on		<i>Compa</i> Care th				$\sim$	<i>Con</i> Beir	<b>nmitment</b> ng
		•	Shares best practice			the care and needs of a	ki	shows kindness and		—-E	The 6 C's	50	ded	licated to viding a
		•	Share concerns			service user to make sure		respect		Courage			high	high standards
Staff hat copy of policy		•	Gives staff guidance	May loose their copy		individuals needs are met"				_	e right thing a g up when nee		of c	are 
		•	Confidence to deal with issues	May not read it		Those with physical and		DBS	٠	So they a	need them? are safe to work		ble adults	and children
		•	Know current practices			mental disabilities		Check	(S	•	oose a risk to oth nave serious crim			
Named respon		•	Answer staff questions	May feel uncomfortable with that member off staff		Children in	Who safegu	Wha	naad		People with  learning	Healt	h care S	tetting's
		•	Give support and advice	They may be off		care					disabilities	<ul><li>Hospita</li><li>Dentist</li></ul>	•	Pharmacy GP Surgery
		•	Ensure staff are working within the law			Adults in care		~		Homeles	s people	<ul><li>Walk-in</li><li>Health (</li><li>Nursing</li></ul>	Centre	Opticians
ou	Clar	ity	Users will know what's happeni and you can give clear instruction	Fue Dretestion		Face Mask Retain drople can spread pa		_	Emp	Emp	owerment	& Self-e	steem	
cation			to avoid misunderstanding	getting into the system	-					Give somebody the authority to control a situation				
Communi	Appro	opr	You will not offend service by saying anything offensive	users e or		Gown Barrier to the individ			ment	Allow services users to make decisions				
πm			by using to 'technical' langu	Helps prevent cross			•		Self-	Make them feel valued and respected				
Col	D 41		Service users will not feel rushe	contamination	M.	clothing			este em	Promote positive mental health				
—	Patie	nce	not get annoyed and feel valued	Sioves		200	PPE	PE		Take away	negative experie	ences		