

# Say it works

**Heritage Care are always looking at ways to improve the service we offer to people. We can only do this by communicating effectively.**



Nearly everyone can get their message across more clearly by using relevant pictures and fewer words. Some people call this Easy Read.

We started to work on improving communication some time ago. We got together with people who use our service and produced a 'handy hints' paper. It is a tool to help people think about different ways to communicate.



After getting off to a good start with our ideas we decided to see what resources we could find to best implement them. We wanted good quality pictures that were not childish. We found just that at Say It Works.

Pauline Grainger (PCP co-ordinator) met the Say It Works team at a Learning Disability Conference. Pauline saw Say It Works were all about getting messages across by using illustrations. The illustrations were great quality, modern and clear and covered a vast range of topics.

We were very impressed by what we saw at Say It Works and decided to work with them to help implement our vision of making communication accessible to all. The IT department enthusiastically helped us to do this by installing the Say It Works picture resources on to our staff website.

**www.hcstaff.co.uk**

Later this month Say It Works will be putting more pictures on their site. The new illustrations will include having fun, relationships and sexuality. (There are 288 clocks too that you can download free from **www.sayitworks.co.uk** )

We are striving to develop ways to communicate as best we can to meet each individuals needs.

Within the organisation we want to make our documents as clear and easy to read a possible. Also, we want to engage with the greater community as well as we can. Using well chosen words, relevant images in a clear format is a very effective way to do this.



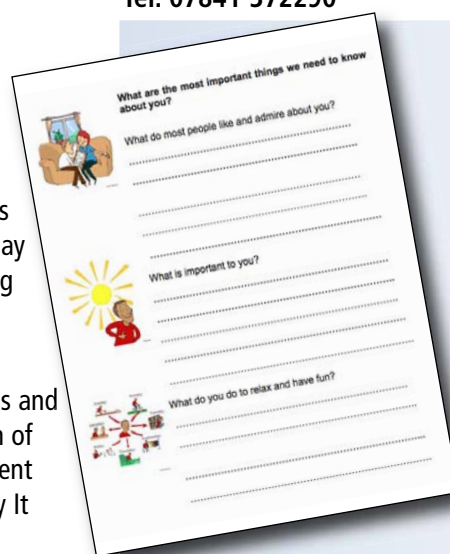
Carl Myatt a Team Leader from Stafford says: 'The wide variety of choice and a good graphics encourage people to share their views.'

Pauline Grainger says: 'One of the joys of using images with people is the connection it brings between people or a group of people. It can be very powerful!'



Do you have any stories to share about making information easier to understand? Would you like help or information about producing easy read information? If so please contact Pauline Grainger who'd be pleased to hear from you -

**paulinegrainger@heritagecare.co.uk**  
**Tel: 07841 372290**



## Works images.

- Comments and complaints leaflet
- Staffordshire service user survey
- Person centred plans
- Communication charts
- Person centred planning main group minutes
- Person centred appraisal
- Assessment form

## Useful websites:

- www.valuingpeople.gov.uk
- www.officefordisability.gov.uk
- www.sayitworks.co.uk

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