



Cornwall Learning Disability Communication Charter

Managers and staff communication Leaders Meetings

What is the Charter?

The charter has been developed to help to improve communication opportunities for people with learning disabilities. It has been developed by people with learning disabilities and a range of agencies that provide them with services and support.

It is hoped that services will adopt these principles as their basis for communication and sign up to the charter. As part of this they will be expected to identify “communication leaders”. Ideally these should be a member of staff paired with a service user.

Benefits of signing up to the Charter

- Better communication will result in fewer errors
- Improved communication will reduce issues of safeguarding
- Challenging behaviour is frequently a consequence of communication breakdown
- Positive communication and interaction can motivate staff and service users
- The Care Quality Commission (CQC) emphasise the importance of communication and a skilled workforce

Services who sign up will also have access to:

- A Communication Audit and action planning tool
- Training for their communication leaders
- A communication Toolkit to help the leaders to cascade training to the whole team
- Access to regular updates and development events for their communication leaders.

Manager's and Staff leader's events (choice of 2 dates/venues – booking required):

Wednesday 11th September, 10am – 1pm at Carnkie Community Institute, Carnkie, near Redruth, TR16 6RZ

Thursday 12th September, 10am – 1pm at Brandon Trust Office, Walker Lines Industrial Estate, 19E & F Normandy Way, Bodmin, PL31 1RB.

This is for service managers and potential communication leaders to find out more information about the charter

Agenda:

- 10:00 Welcome and introductions
- 10:15 What is the charter, and how has it been developed?
- 10:45 Roles and Responsibilities: What will be expected from the communication leaders and what support will be provided? What will be the role of managers?
- 11:00 Tea/coffee
- 11:15 Exploring the tools – the audit tool and training resources
- 11:45 Small groups – implementation: Advantages and barriers
- 12:30 Launch week – programmes of activities and preparation
- 1:00 Finish

To book a place:

Please contact Mandy Moore, Team Secretary on 01209 219251 or via e-mail: amanda.moore@cft.cornwall.nhs.uk

Other dates for your diary:

CHARTER LAUNCH WEEK

15th October **Cornwall Assistive Technology (CATS) Day**
11am – 4pm (drop in anytime)
Atlantic Reach, Whitecross, near Newquay, TR8 4LX



16th October **Communication Leaders training**, 9:45am – 3:30pm
(choice of 2 venues – booking required):

East (Brandon Trust Office, Walker Lines Industrial Estate,
19E & F Normandy Way, Bodmin, PL31 1RB)

West (Garden Room, Murdoch & Trevithick,
Lower Cardrew Lane, Redruth, TR15 1SY)

17th October **Local events**

18th October **Official Launch of Charter and poster** – Flash mob
signing at Lemon Quay, Truro (details to follow)