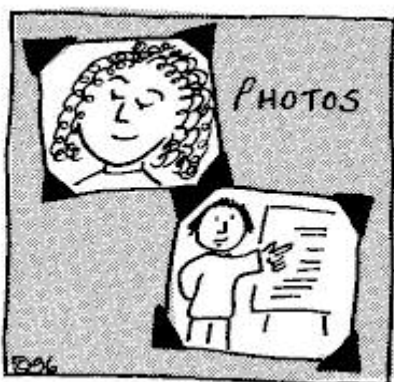


3.7 Communication

Communication is the starting point for all Person Centred Planning. We can only find out about a person's needs and dreams through communication. People communicate in many ways not only through talking. We also need to listen to

- ◆ gestures, what people do with their hands, and their faces
- ◆ the way individuals behave and
- ◆ any other ways people use, such as through signs, pictures or objects.



People “say” things by the way they behave. Often communication made by people with learning disabilities is not heard or recognised.

Local Implementation Groups are asked to develop a Communication Strategy. This will say how they will make sure that individuals, and the people who support them are able to communicate, and to listen, to make Person Centred Planning work.

Speech and Language Therapists can help to make plans, and to help let people know about communication, and how they can do it better.



Every person using Person Centred Planning might like to think about having a communication dictionary. This will be especially useful for all individuals who find it hard to use words. As part of the Person Centred Plan it may be useful to explore new ways of helping the person to communicate. To develop the Communication Strategy more detailed guidance has been outlined in Communication Guidance, which is in the Appendix.



People with learning disabilities have the right to be involved in planning of services that they use, and in any discussion about them. Local Implementation Groups must make sure that they involve people, and there is guidance in the Appendix to help them to do that.