

Improving Communication with Adults with Learning Disabilities

What we did and what we learnt



We asked people with learning disabilities, their families, support staff and other professionals about what helps communication and what makes it difficult.



We asked them how we can make communication better for people with learning disabilities who do not speak.



This is what they told us:

It is important that staff understand that every person communicates in a different way.



Pictures and symbols can help to support day-to-day needs.



It is very important for staff to respond to non-verbal communication (body language).



Social care staff should share what they know about communication with each other.



Social care staff should read and update notes about the people with learning disabilities that they support.



Training staff is important for improving knowledge and skills in communication.



It is important that staff get feedback on how they support people.



Good communication between social care staff and family members can help staff support people with learning disabilities.



It would be good to have more help from Speech and Language Therapists.



Now we have finished this work we have written an article about what they told us, which we are hoping will be published soon.

