

Meeting Accessible Communication Needs

Communication need	Support needed?	Further information
Lip reading	This need can be met directly.	Face the service user in a place where they can see you clearly, and speak normally, but clearly and not too fast, so they can read your lips. Do not cover your face while you talk.
Prefers communication in writing	This can be met directly.	The person may also want to conduct conversations in writing, eg. with a shared notepad, or electronically on a tablet or similar, so check whether this is the case.
Hearing aid	An individual is likely to have the equipment already. Ask if there is anything we can do to help further Eg. they might benefit from use of a hearing loop if one is available. This helps to cut out background noise.	For information: Action Deafness have a contract with the Council to provide Assistive Technology related to hearing and will carry out a comprehensive assessment of needs for deaf, deafened or hard of hearing people. There is an agreed list of equipment within the contract. Call 0844 593 8440. This process would be kicked off via social care if relevant.
Communication device for the deaf	If this is the requirement, ask what the device is, whether the person has it already and whether there is anything we need to do to enable this to be used.	If in doubt, contact the Accessible Communications lead in Adult Social Care.
Electronic note taker	This person takes notes that a person can read on the screen. Find out whether the Council can help with this using their equipment or whether a specialist is required.	Communication services for people with hearing issues can be called off on a spot purchase basis from Action Deafness. Call 0844 593 8440. If in doubt, contact the Accessible Communications lead in Adult Social Care.
Communication device	Ask what the device is and what we need to do to help.	If in doubt, contact the Accessible Communications lead in Adult Social Care.
Sign language	Contact Community Language Service in the first instance - Leicester City Council (0116 454 1760).	Action Deafness (0844 593 8440) may also be able to assist on a spot purchase basis.
British sign language	Contact Community Language Service in the first instance - Leicester City Council (0116 454 1760).	Action Deafness (0844 593 8440) may also be able to assist on a spot purchase basis.
Makaton sign language		If in doubt, contact the Accessible Communications lead in Adult Social Care.
Alternative communication skill	Ask what the approach is and how we can help.	If in doubt, contact the Accessible Communications lead in Adult Social Care.
Personal Communication Passport	This describes communication needs, potentially in a richer way (eg. including likes and dislikes), and often used to support communication	Take note of the preferences set out. If in doubt, contact the Accessible Communications lead in Adult Social Care.
British Sign Language (BSL) interpreter	Contact the Community Language Service - Leicester City Council (0116 454 1760)	
Makaton Sign Language interpreter	Community Language Service - Leicester City Council (0116 454 1760)	If in doubt, contact the Accessible Communications lead in Adult Social Care.
Legal advocate	The individual may already have an advocate. Age UK provides Care Act advocacy 0116 299 2233: POhWER is Mental Capacity Act led (0300 456 2370 or email pohwer@pohwer.net.)	
Citizen advocate	The individual may already have an advocate. Age UK provides Care Act advocacy 0116 299 2233: POhWER is Mental Capacity Act led (0300 456 2370 or email pohwer@pohwer.net.)	

Meeting Accessible Communication Needs

Deafblind communicator guide	Vista 0116 249 8839 Action Deafness (0844 593 8440) may be able to assist on a spot purchase basis.	If in doubt, contact the Accessible Communications lead in Adult Social Care.
Deafblind intervener	Vista 0116 249 8839 Action Deafness (0844 593 8440) may be able to assist on a spot purchase basis.	If in doubt, contact the Accessible Communications lead in Adult Social Care.
Sign supported English interpreter	Contact the Accessible Communications lead in Adult Social Care.	
Deafblind block alphabet interpreter	Action Deafness (0844 593 8440) may be able to assist on a spot purchase basis.	Contact the Accessible Communications lead in Adult Social Care.
Deafblind haptic communication interpreter	Action Deafness (0844 593 8440) may be able to assist on a spot purchase basis.	Contact the Accessible Communications lead in Adult Social Care.
Manual notetaker	Action Deafness (0844 593 8440) may be able to assist on a spot purchase basis.	If in doubt, contact the Accessible Communications lead in Adult Social Care.
Lipspeaker	Action Deafness (0844 593 8440) may be able to assist on a spot purchase basis.	If in doubt, contact the Accessible Communications lead in Adult Social Care.
Visual frame sign language interpreter	Contact the Accessible Communications lead in Adult Social Care.	
Hands-on signing interpreter needed	Contact the Accessible Communications lead in Adult Social Care.	
Speech to text reporter	This is a person who supports a dialogue by typing it verbatim. It may be possible to have a written conversation without involving a dedicated speech to text reporter. Check the preferences and needs of the individual.	If in doubt, contact the Accessible Communications lead in Adult Social Care.
Cued speech transliterator	Contact the Accessible Communications lead in Adult Social Care.	
Contact by text relay	This technology enables calls to be made using different combinations of speaking, writing and reading. Ask whether the individual is equipped and whether there is anything particular we need to do to make this work.	If in doubt, contact the Accessible Communications lead in Adult Social Care.
Contact by text message (SMS message)	We can meet this directly. Do not use a personal phone to do this.	If in doubt, contact the Accessible Communications lead in Adult Social Care.
Contact by telephone	This can be met directly.	
Contact by letter	This can be met directly.	
Requires information by email	This can be met directly.	Check that the user is aware that email is not a secure method of communication. If very sensitive information is being sent, it may be necessary to find another way to do this, eg. by sending a CD or USB stick containing the information in electronic format.
Requires audible alert eg. in the waiting room	This can be met directly.	

Meeting Accessible Communication Needs

Requires visual alert, eg. in the waiting room	This can be met directly.	
Requires tactile alert, eg. in the waiting room	This can be met directly.	
Verbal information	This can be met directly.	It may be that a person needs to be sent a recording of a document being read out, eg. saved to a CD. Contact Community Language Service - Leicester City Council (0116 454 1760) in the first instance if this is the requirement to check if they can supply this.
Requires written information in at least 20, 24 or 28 point sans serif font (eg. Arial).	This can be met directly.	
Requires information on DVD/ CD/ audio cassette/USB storage device	It may be possible to meet this directly but this may need dialogue with IT.	Materials produced by Community Language Service - Leicester City Council (0116 454 1760) can be provided on CD. If in doubt, contact the Accessible Communications lead in Adult Social Care.
Easyread information	This can usually be met directly.	Contact our in-house experts in Learning Disabilities.
Requires information in electronic downloadable format	This can usually be met directly.	
Requires information in electronic audio format	It may be possible to meet this directly but this may need dialogue with IT.	Materials produced by Community Language Service - Leicester City Council (0116 454 1760) can be provided on CD. If in doubt, contact the Accessible Communications lead in Adult Social Care.
Information in Moon alphabet (embossed writing)	Contact the Accessible Communications lead in Adult Social Care.	
Information in Makaton	Community Language Service - Leicester City Council (0116 454 1760)	If in doubt, contact the Accessible Communications lead in Adult Social Care.
Information in Braille - contracted (Grade 2) Braille	Community Language Service - Leicester City Council (0116 454 1760)	If in doubt, contact the Accessible Communications lead in Adult Social Care.
Information in Braille - uncontracted (Grade 1) Braille	Community Language Service - Leicester City Council (0116 454 1760)	If in doubt, contact the Accessible Communications lead in Adult Social Care.