

## Enhancing Communication: The Implementation of communication Boards in CTM.

### OBJECTIVE

In collaboration with Speech & Language Therapist Marie Light and Paediatric Consultant Emily Payne, this project aims to provide fair and equal services to children with complex needs through the implementation of communication boards in hospital settings. Communication boards, which utilise visual aids and symbols, help organise thoughts and enhance understanding of language (*Plante & Ghostine, 2021*), leading to more successful interactions and expressions (*McGram & Bollard, 2018*). To ensure the success and effectiveness of this initiative, Marie sought guidance from Lisa Harrison, a specialist in Augmentative and Alternative Communication (AAC), in CTM, who had previous experience implementing communication boards in Swansea Bay UHB. Together, the team hopes to improve the care of children and young people within Cwm Taf Morgannwg UHB in line with the Children's Rights Charter's goal.

### SOLUTION

The solution involved utilising the [SimplyDo Ideas](#) platform, recommended by the innovation team within iCTM, to implement a project to address the communication difficulties of our patients. By implementing the boards within Cwm Taf Morgannwg, will have a significant impact on our ability to include children and young people with communication difficulties. They offer alternative means of communication for children and young people attending our hospitals and wards, as well as improving communication between staff and patients. By utilising the support of the SimplyDo Ideas platform, the team was able to answer any questions and provide the necessary support throughout the duration of the project.

### BENEFITS

#### Benefits One

- The creation and utilisation of communication boards has allowed for better understanding and dialogue, benefiting both children and staff involved.

#### Benefits Two

- By providing alternative means of communication in unfamiliar settings, this project promotes inclusivity for children with communication difficulties. It aligns with the children's right to communicate with adults and helps them feel more at ease and understood in a potentially overwhelming environment.

#### Benefits Three

- The creation and implementation of communication boards has increased staff confidence in engaging with children through alternative means of communication. This has resulted in improved communication and better understanding between staff and children, creating a more inclusive and comfortable environment for all.



"Through the adoption of communication boards within CTM, we are breaking down barriers and promoting genuine inclusion for children with communication challenges. These boards serve as a powerful tool for alternative communication and also facilitate stronger understanding and connection between staff and children within CTM, allowing their voices to be heard and respected."

**Marie Light**

Speech and Language Therapist



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