

COMMUNICATIONS POLICY

Version 5.0e Last Up-dated 01 April 2010 ©GMP Systems, Year 2010

This Policy summarises the arrangements in place to ensure the effective communication of information throughout the Home to service users, relatives, visitors and staff, including visiting professionals. This Policy addresses the specific needs of persons with audio, visual or speech impairments, and for those whose mother tongue is not English.

1. POLICY STATEMENT:

The Management of the Home recognises the need for effective communication throughout the Home. This will be equally applicable:

- between staff, including care staff, catering and domestic staff;
- between service users and staff, including visiting professionals such as doctors, CPNs etc;
- between staff and advocates, relatives, family and friends of the service users.

2. COMMUNICATION BETWEEN STAFF:

The provision of effective communications will be achieved through the following practices:

- 2.1 By developing a simple system of well-defined, user-friendly and understandable Policy and Procedure documents relating to all aspects of the operation of the Home. Where appropriate, consideration will be given to translating Policies and Procedures into languages which reflect the diversity and ethnic mix of the staff base.
- 2.2 By ensuring that these documents are easily available for reference by staff, and that staff receive appropriate training in all Policies and Procedures that relate to their respective Job Descriptions.
- 2.3 By ensuring that any changes or up-dates to these documents are communicated through appropriate refresher training programmes and / or notifications on Notice Boards.
- 2.4 By convening regular staff meetings (ref. Policy No 209), and ensuring that the minutes of such meetings are appropriately displayed on Notice Boards. These meetings will include Quality Improvement issues.
- 2.5 By providing and establishing a simple and easily understood Complaints Procedure (ref. Policy No 213) for the benefit of service users, advocates, relatives and other visitors.
- 2.6 By providing and establishing a Staff Grievance Procedure which affords all staff members the opportunity to speedily redress and resolve problems.
- 2.7 By ensuring that the results of questionnaires used for eliciting feedback from service users, relatives, visitors and staff regarding the perceived quality of the Care Services offered by the Home, and Continuous Quality Improvement opportunities, are effectively reviewed through Management Review meetings, ref above.
- 2.8 By ensuring that service users' care records are completed fully and legibly, and in easy-to-understand language; i.e. free from "trendy" phrases and colloquialisms, that will enable smooth communication of care issues between staff. This will be done with due regard to confidentiality and data protection requirements.