

Communication Pack

For adults who benefit from symbol support



Guidance Document

Client Profile: Sue Sample

We created this profile based on an imaginary person called Sue Sample. Please look at the information below in conjunction with the **Demonstration Resources** included in this **Communication Pack**. Together they illustrate the reasoning behind the design of the **Communication Templates** and their intended use. These are meant for learning purposes only and should not be used with an individual.

Personal

- Age 64
- Monolingual English
- Married to Trudy
- Worked in catering - was a school dinner lady until ill-health
- Trudy is retired - was an engineer
- Lives at home in Nantwich with Trudy
- Has a brother and a sister-in-law
- Has an adult nephew and niece
- Has two very close friends

Interests and likes

- TV, especially soaps and wrestling
- Looking at the Radio Times
- Pets - she has 2 cats
- All animals, especially cats and dogs
- Caravan holidays in the UK
- Getting out and about
- Children of friends and family
- Neighbourhood comings and goings
- Banter
- Looking at photos

Health

- Had a right hemisphere stroke 3 years ago at age 61
- Has left side limb weakness which can make some movements difficult
- Can accurately point with her right hand
- Has glasses for reading and needs larger font and pictures

How the Stroke has Changed Sue's Communication

The stroke has affected Sue's speech, which is very dysarthric. Very familiar listeners can tune in to her speech some/most of the time but less familiar listeners can find her difficult to understand. The stroke has also affected Sue's reading and spelling ability. Since the stroke, she can no longer read and understand passages of text. She is able to read and understand some single words and can sometimes identify the first letter of a familiar word. She has begun to use symbols to support her communication.

How Sue Communicates

Sue now uses a range of communication methods to get her message across including:

- always attempts to speak, although this is unclear and can be difficult to understand.
- responds yes/no verbally and uses a head shake/nod to confirm.
- uses a category-based symbol supported **Communication Book** with large symbols and font to meet her visual needs.
- uses a **Memories Book** and **My News** folder for social communication.
- uses clues and objects to repair communication breakdowns, including the clues section within her **Communication Book**.
- sometimes points to the first letter of a word on the alphabet chart in her **Communication Book** to give a clue.
- has access to a whiteboard for her communication partner to draw/write on to clarify a word or message.

Sue's **Communication Book** is usually on a tray on her lap when she is in her armchair. The other resources are kept in the side pocket of her armchair for easy access. Extra copies of the **Pain Scale** and **Body Part** pages from her **Communication Book** are in her bedroom and bathroom for quick and easy access.

Sue uses a **Memories Book** and **My News** folder to aid social conversation. Sue informs her family and carers when she would like something to be added to these resources, such as an event that she anticipates wanting to chat about.

Her **My News** folder is for topics of short to medium term interest and items are removed when they become 'old news'. Blank templates are always available so Sue's family and carers can quickly fill them in by hand. Sometimes receipts, leaflets and other remnants are stuck on when they make more sense to Sue than a photo or symbol.

How Sue's Resources were Produced

All of Sue's resources were personalised before she started using them. The **Vocabulary Collection Template** was shared with Sue and her family to get ideas for this.

Sue was involved in the selection of the symbols and photos so that she could pick which ones were meaningful to her. When there was no symbol or photo that Sue thought was a good fit then none was used e.g. she doesn't have a symbol for "forget about it". As long as most phrases on a page are supported with a symbol or photo, Sue can remember phrases without a symbol by their location.



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