

CHS155.2014 Assist and support individuals to use Augmentative and Alternative Communication (AAC) systems

OVERVIEW

This standard relates to working with individuals, their carers and other members of the multi-disciplinary team where appropriate, to assist and support individuals who use Augmentative and Alternative Communication (AAC) systems. Augmentative and Alternative Communication is used here as a global term to refer to methods of communicating that supplements the ordinary methods of speech and/or handwriting. Users of this standard will need to ensure that practice reflects up to date information and policies. Version No 2

KNOWLEDGE AND UNDERSTANDING

You will need to know and understand:

- 1.the current national legislation, guidelines and local policies and protocols which affect your work practice
- 2.how to work effectively as a member of a multi-disciplinary team
- 3.the duty to report any acts or omissions of care that could be detrimental to yourself, other individuals or your employer
- 4.the importance of reflecting on your practice and its relationship with continuing professional development
- 5.how to communicate effectively in the appropriate manner to meet the individual's needs and preferences
- 6.the importance of giving the individual feedback and encouragement
- 7.the importance of promoting independence and autonomy
- 8.the effects of different psychological and environmental factors on the use of communications systems
- 9.the importance of keeping individuals informed of their progress
- 10.how to involve individuals who use AAC as equal partners in decision making
- 11.typical language and communication development and the range of conditions that can affect communication abilities
- 12.the role AAC systems and approaches may play in supporting communication and participation
- 13.the components of an AAC system including the signs, symbols, access method appropriate for the individual
- 14.the differences between AAC and spoken communication, and how these may impact

- on interaction
- 15.the range of AAC systems, strategies and techniques to support communication and participation appropriate for the individual
 - 16.user orientated and other common operational problems associated with different AAC systems and how these can be rectified
 - 17.how to store and transport equipment in a safe manner
 - 18.the importance of positioning the equipment as well as the individual and the effect this may have on communication using AAC systems
 - 19.importance of having the AAC system available for use by the individual at all times
 - 20.your role, and the role of other communication partners, in enhancing communication for the individual using AAC systems
 - 21.the importance of setting personalised goals and measuring outcomes for the individual
 - 22.the importance of reviewing and monitoring the individual's use of the AAC system to ensure that it continues to meet their needs and is fit for purpose
 - 23.the importance of keeping full and accurate records, and how to do so

PERFORMANCE CRITERIA

You must be able to do the following:

- 1.interact and communicate with people who use AAC and relevant others in a manner that encourages their active involvement in the process, respecting their rights, dignity, wishes and beliefs
- 2.accurately identify the type of AAC system used before contact with the individual
- 3.ensure that all necessary resources and equipment are available to facilitate communication with the individual
- 4.make any adjustments to the physical environment to suit the requirements of the individual using AAC
- 5.set up and configure equipment within agreed parameters and which is appropriate for the individual's needs and requirements
- 6.following agreed protocols and processes position the equipment to enable optimal use by the individual
- 7.check that the equipment is clean and working appropriately for the individual, and take appropriate action if not following agreed protocols and processes
- 8.adjust your own communication and position in relation to the individual using AAC, to facilitate optimal communication and interaction
- 9.use trouble shooting guides and device manuals to rectify common user-orientated faults
- 10.support and encourage the individual to communicate functionally using their equipment, in conjunction with any other mode/s of communication available to them
- 11.explain to the individual and their carers about the safe use, transportation and maintenance of their equipment
- 12.if appropriate, use the AAC system accurately, correctly and appropriately to communicate with the individual
- 13.encourage and assist the individual and relevant others to support the introduction and use of the individual's communication system into their daily life
- 14.help the individual access services and information to address their changing AAC

needs

15.maintain full, accurate and legible records of information collected in line with current legislation, guidelines, policies and protocols

ADDITIONAL INFORMATION

This National Occupational Standard was developed by Skills for Health. This standard links with the following dimension within the NHS Knowledge and Skills Framework (October 2004): Dimension: HWB7 Interventions and treatments