

PPE and Communication

Deborah Thompson and Joy Grimsby
June 2020

Welcome to this webinar – thanks for joining us today



Deborah Thompson
deborah@nhselect.org.uk



Joy Grimsby
joygrimsbymakatontutor@gmail.com



NHS Elect was founded in 2002 by Lord Ara Darzi



We are part of the NHS, hosted by a hospital in West London



Membership model: individual organisations & national programmes



More details on our work programme can be found on www.nhselect.nhs.uk

A simple innovation gone viral!





Who am I?



Joy Grimsby Makaton Tutor



The Makaton Language Programme



Makaton is a language programme that uses:

- Speech
- Signs
- Symbols

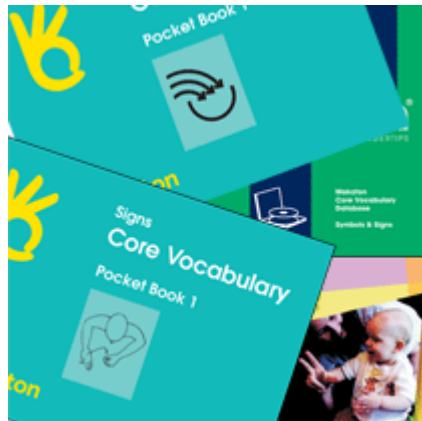


- for **basic communication**
- to help **understanding**
- to develop **language skills**
- to facilitate **social interaction**
- to help **build relationships**
- to increase **equal opportunities**
- to develop **pre-reading** and **pre-writing skills** towards literacy



Essential Features of Makaton

- Core Vocabulary (450 concepts)
- Resource Vocabulary (11,000+ concepts)





Who uses Makaton?

- Babies, children and adults with a broad range of communication needs
- Interactors of all kinds: parents, carers, professionals, friends
- Education and Service Providers for translation of information to increase user access
- And in my personal experience with dementia patients



Children and Adults with Difficulties such as:

- Poor attention and listening
- Understanding speech and language
- Understanding what will happen next
- Developing speech and language
- Making themselves understood
- Expressing the full range of communicative functions
 - what they want, their choices and preferences
 - how they feel and what they are thinking
- Learning to read and write
- Memory loss



Betty developed dementia and it progressively got worse but it did not get worse at a particular rate or in order. So she would have good days/moments or not so good days/moments

Betty was very happy in her dementia as I insisted that everyone involved in her care always spoke to her in 'that moment of time' immaterial of how many times she repeated it. She also had many visual clues around her to help with her eating, drinking and safety.





One day my Mum left her house to visit her Mum (her mother had died 45 years earlier). She was on her way to her family childhood home and tripped over breaking her hip. This obviously meant a hospital stay, which she did not like.

During this time my Mum lost 3 stone in weight because she either didn't want to bother anyone or didn't understand what was going on.

The staff were lovely and thought my Mum was lovely, however they kept asking her questions such as 'would you like a drink' she , not wanting to bother them, would say 'no I am fine'.



Since the death of my Mum I have been trying to share my experiences and offer advice to help others who have loved ones with Dementia.

Although I do not have a nursing background I do understand how difficult things can be in hospitals and nursing homes.

My Friend, who is a neuroscientist, is doing PhD (neuroinflammation in Alzheimer's) - i.e. knowing what parts of the brain are changed and how, but what she has discussed with me is a mix of her understanding of the biology in her current role as a researcher (ALS and FTD genetics and molecular biology) and her previous training and experiences nursing/caring for dementia patients.



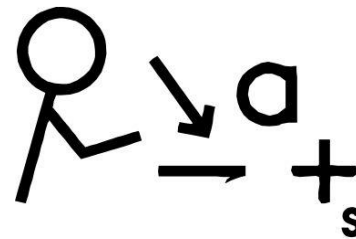
- Often dementia is misunderstood, this is because it is such a complex condition that has been simplified to memory loss
- Benefits of good communication are: helping to maintain a sense of identity, preserving dignity, enabling people to remain involved in their care, to make choices
- There are of course verbal techniques that help aid good communication eg using names, short & simple sentences and allowing processing time (speak and respond slowly). But non-verbal techniques can also improve communication e.g. facial expression and gesture/symbols.
- Using simple symbols alongside language (e.g. Makaton) not only aids with conversation by remembering semantics but helps with memory recall and speech ensuring access to ask for the care people need (communication is a 2 way process).

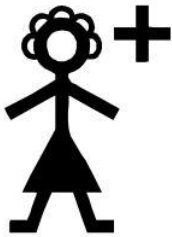


- Sentences can be too complex. There's a reason why infants start by speaking key words instead of fluent sentences with correct grammar and syntax. In dementia, this process is in reverse. The language system is breaking down, so simple sentences and key words can be made more effective with imagery and symbolism (same symbols/universal across NHS).
- Anything that gives a visual clue will help with understanding and processing information
- The Makaton Charity are developing a program that is aimed at helping with dementia.

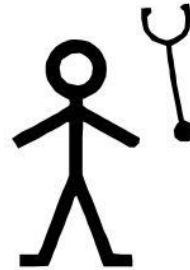


Signs and Symbols





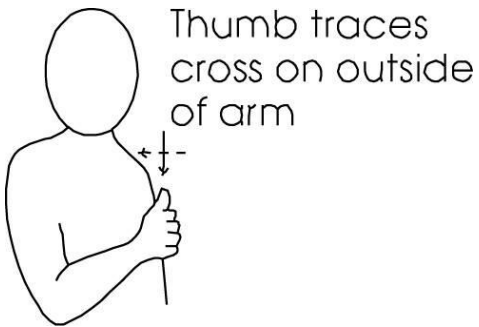
Nurse



Doctor



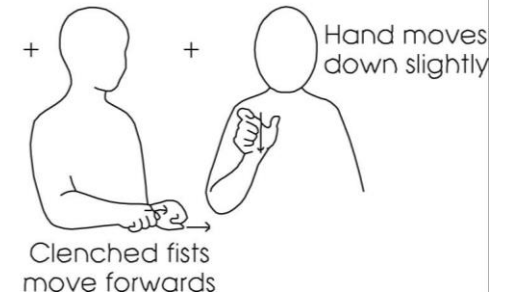
Porter



Thumb traces cross on outside of arm

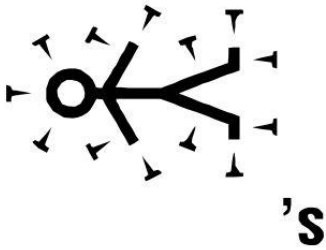


With index finger and thumb, mime taking pulse

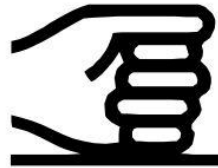


Clenched fists move forwards

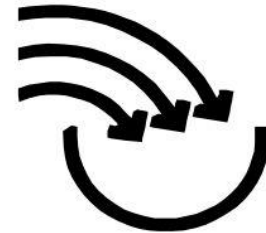
Hand moves down slightly



pain



help

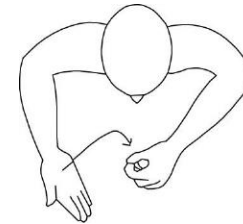
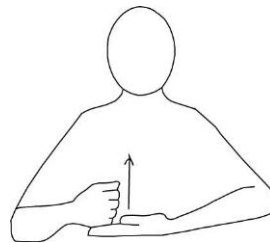


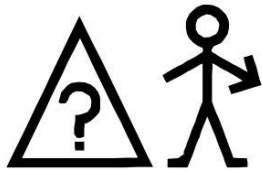
more



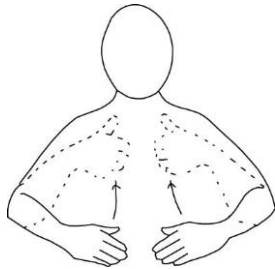
Position hand at appropriate part of body and shake hand

Repeat





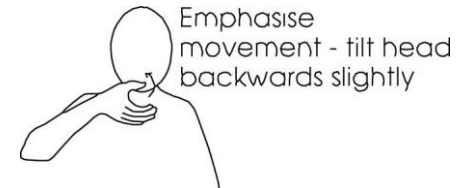
How are you?



Patient/calm
(to be)

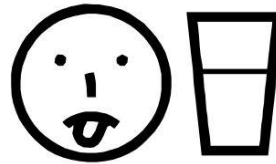


drink

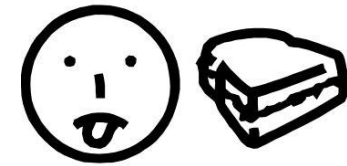




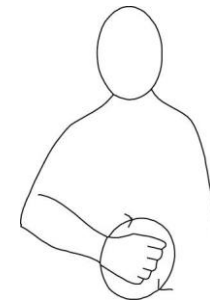
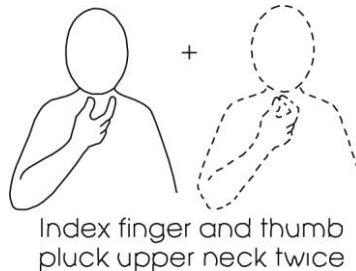
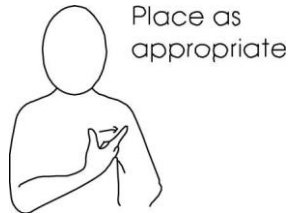
injection



thirsty

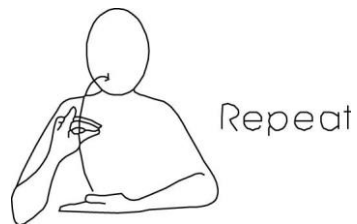


drink

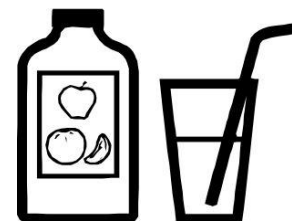
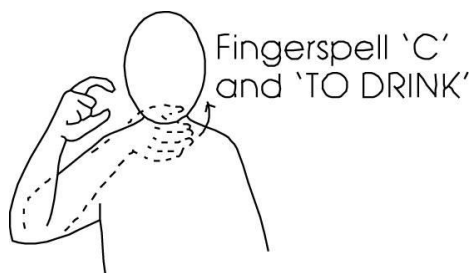




tea



coffee

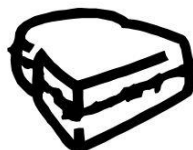


juice





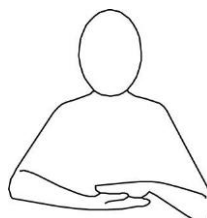
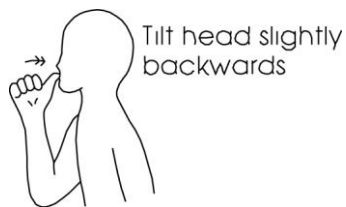
water



sandwich



dinner





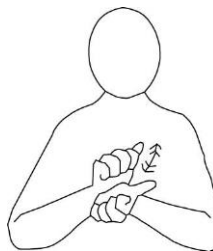
clean



dirty



stop





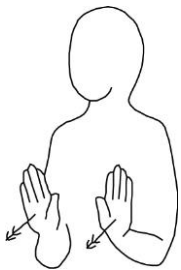
To wait



Like



more





yes



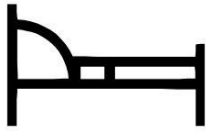
no



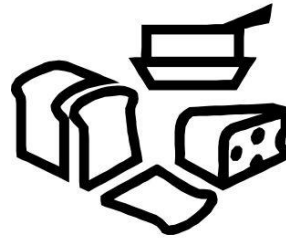
medicine



Stir medicine:
little finger makes
circular movement
just inside the
top of other fist



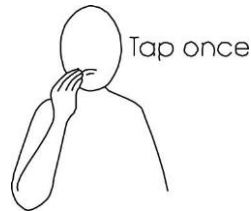
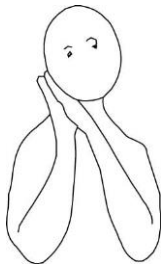
bed



food



drink





- Training is now being done online
- Levels 1,2,3 and 4
- Makaton.org
- joygrimsbymakatontutor@gmail.com

Communicating in PPE using Makaton

Resources for staff

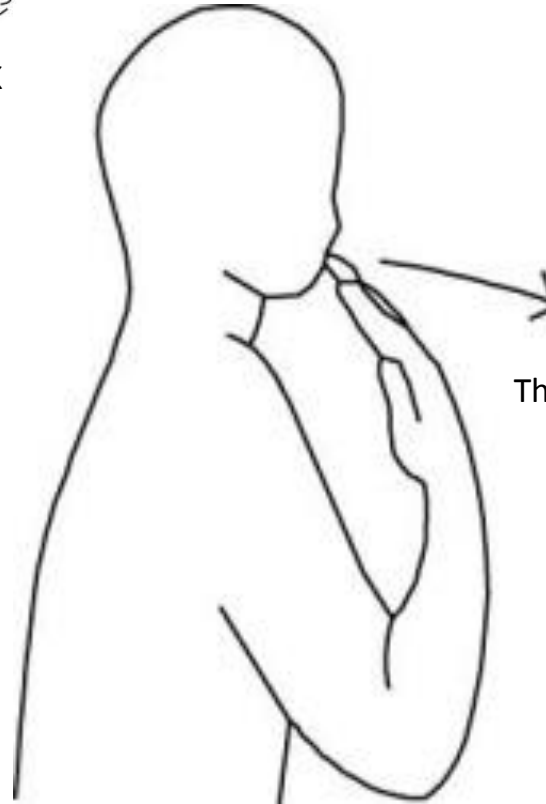
- Short film clip
- Poster (ten common terms)



OK



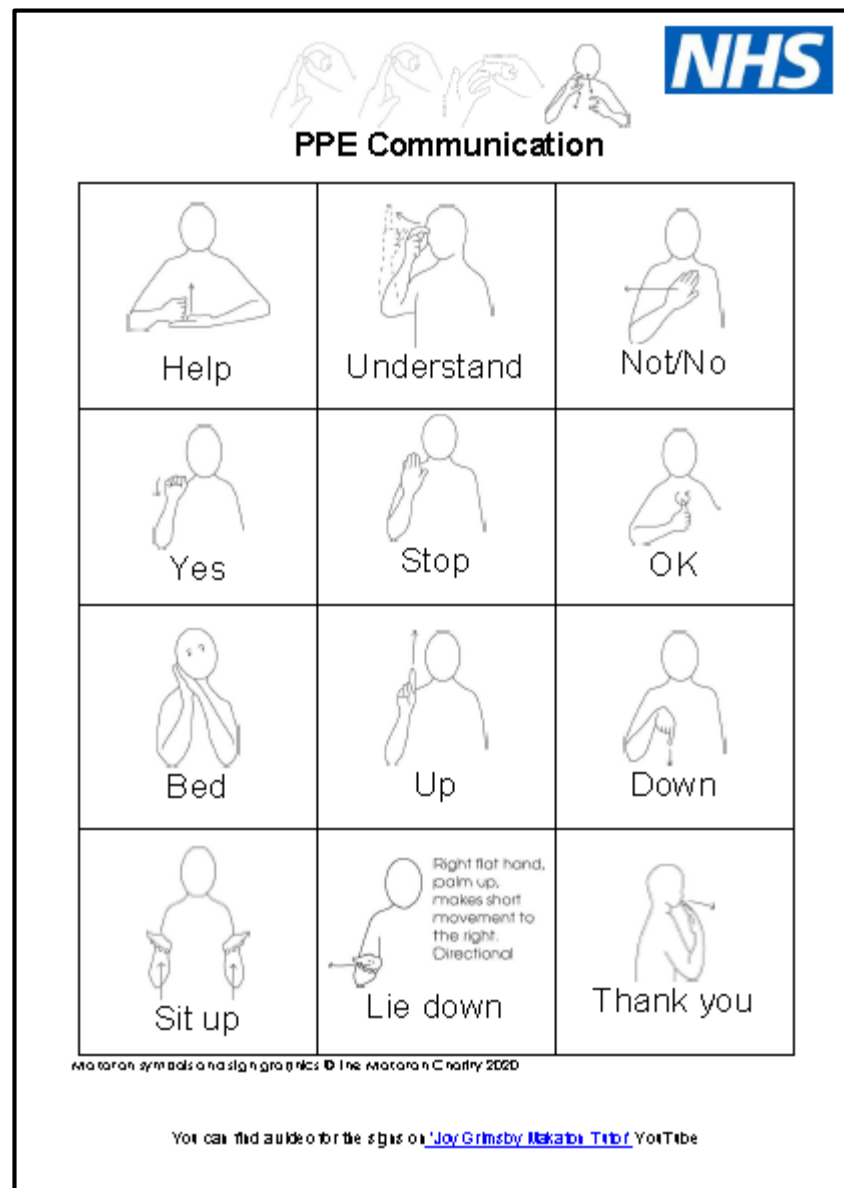
Stop/No



Thank you

Communication tools

- A poster has been developed with basic Makaton signs to help teams across the NHS communicate with their patients.
- A short film has also been developed with Joy Grimsby



Thanks for listening

Any questions?

deborah@nhselect.org.uk

Visit makaton.org to find out more about the impact Makaton has on beneficiaries and their families or support networks.

Makaton

Makaton symbols and sign graphics © The Makaton Charity 2020
