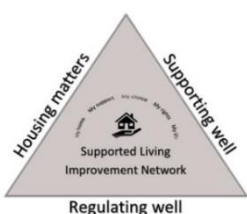
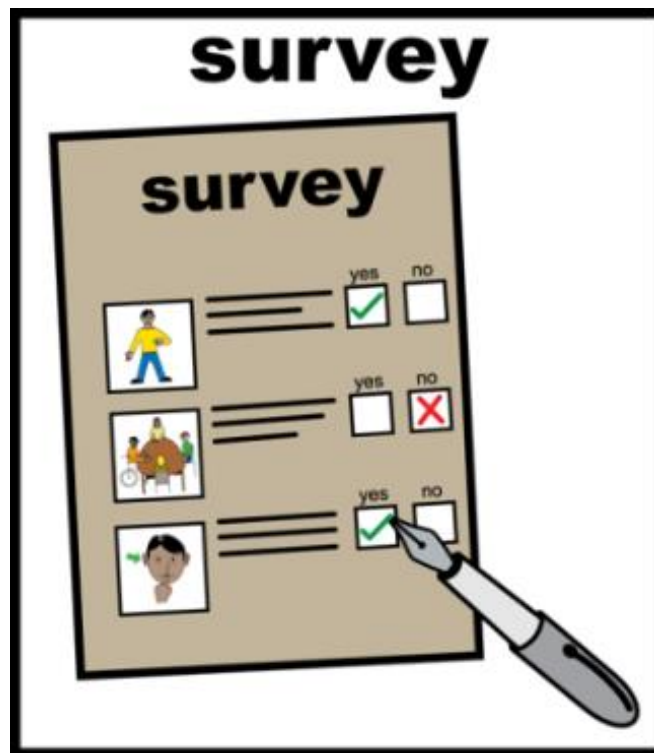




Survey

This survey is about how sharing information and language can support you.



This document was written by people in the **Supported Living Improvement Network** using **Photosymbols**.

June 2023

How to fill in this survey



This is an easy read survey.
But you may still need support to read it.
Ask someone you know to help you.



There are **16** questions to answer.



Words in **bold** may be hard to understand.
You can check what all the words in **bold**
mean on **page 20**.



Where the survey says **we**, this means the
Supported Living Improvement Network.

We are a group of people trying to make
Supported Living better.



You can contact us by emailing
adrian.hartley@choicesupport.org.uk



Or you can phone us on **07791 071850**.

Introduction



We think good **communication** is important in health and social care.



Communicate and **communication** means how we share information with other people.

For example, talking and writing are ways to share information or **communicate** with other people.



We also think that the words people use are important.



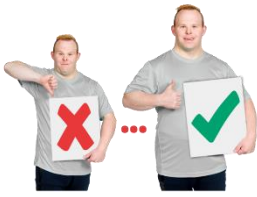
Words can change how we feel.

Some words can make us feel a part of things.



And some words can make us feel upset.

This survey will help us to



- think about the words we use and understand how we can communicate better



- share these ideas to help other people understand what good communication is



- support people to lead conversations about their lives.

We will share this survey with



- people who get care

- their families



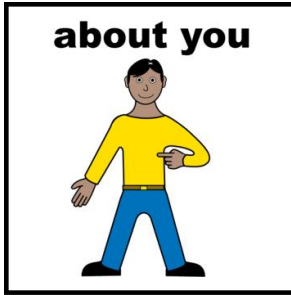
- their friends



- staff.

Please share this survey with anyone you think might be interested.

Questions



1. Are you filling in this survey for yourself or for someone you support?



For myself

For someone else
– I am a family member



For someone else
– I am a support provider



For someone else
– I am a professional working with this person.

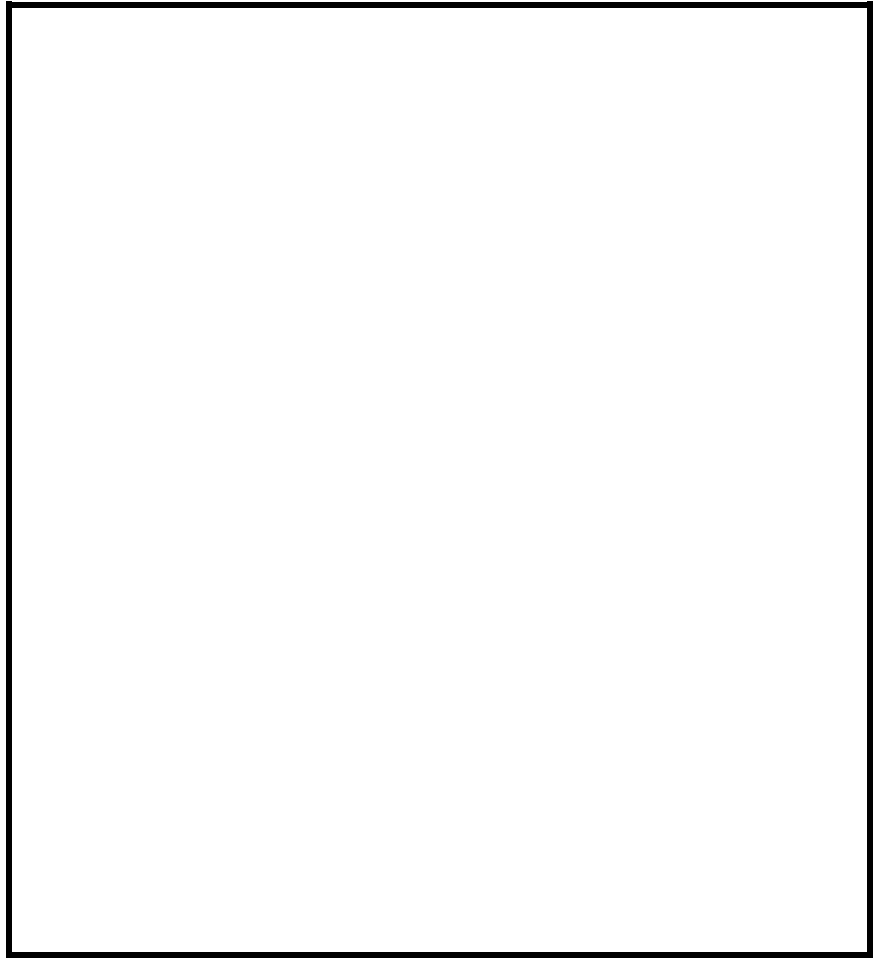


2. How do you like people to communicate with you?

You can tick as many as you want.

- Speech or talking
- Writing
- Makaton
- British Sign Language (BSL)
- Using photos or pictures
- Eye contact
- Having more time
- Using clear language

**You can tell us anything else about this
in the box below.**

A large, empty rectangular box with a black border, intended for the user to provide additional information or comments.



3. Can you tell us about anywhere that it is harder for you to communicate?

You can tick as many as you want.

- at the GP
- at the dentist
- at hospital
- at day services
- on public transport, like the bus or train
- in shops
- in cafés
- at home
- on the phone

- in noisy places
- in quiet places

Can you say why?

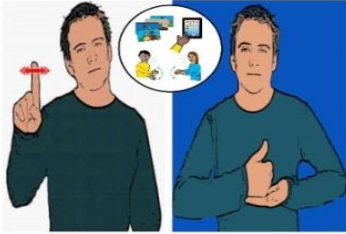


4. Can you tell us about anywhere that it is easier for you to communicate?

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- at the GP
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Can you say why?



What

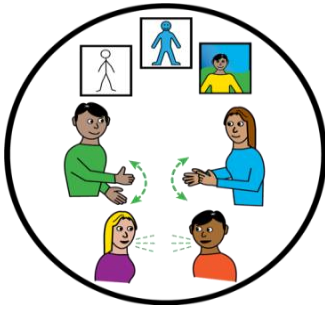
Help

5. Can you tell us about a time someone helped you to understand something?

For example,

- someone gave you an Easy Read leaflet
- or more time to answer.

6. Can you tell us about anything that helps you to communicate?



For example

- Talking Mats
- an eye gaze device
- charts with pictures, symbols, letters or words



7. Does anyone ask you what helps you to communicate?

- Family
- Friends
- Housemates
- Support staff
- Speech and Language Therapist
- Or someone else? Tell us in the box below.

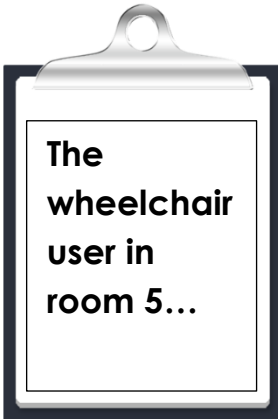
Do you want to say anything else about what you need to communicate well?



For example

- I would like to be assessed by a Speech and Language Therapist.
- I would like an Easy Read leaflet on communication aids.

8. We want to know what you think about labels.



A **label** is a name that we use to describe some groups of people.

For example

- A wheelchair user
- Adult with Challenging Behaviour
- An Epileptic

Do you think labels are useful?



- Yes
- No
- I do not know
- Some are helpful and some are not helpful.

You can tell us more about this here.

9. Are there any labels you think are helpful?

Why?



10. Are there any labels you think are **not** helpful?

Why?





11. Has anyone ever called you or someone else something that made you feel upset?

For example

- A wheelchair user
- client
- resident

Yes

No

If you said yes, what happened?

Please only tell us this if you feel happy to.

How did it make you or other people feel?



Can you tell us what the word is?

You do not have to tell us if you do not want to.



If it is upsetting to think about this, talk to someone who you know.

Like a family member or friend.

About you



To help us understand what helps you to communicate we would like to know a bit more about you.

These questions help us to understand what different groups of people need.

Only answer these questions if you are happy to.

12. What is your ethnicity?

White



- Welsh or English or Scottish or Northern Irish or British
- Irish
- Gypsy or Irish Traveller
- Any other white background (please describe)

.....

Mixed/Multiple ethnic groups

- White and Black Caribbean
- White and Black African
- White and Asian
- Any other mixed or multiple ethnic background (please describe)

.....

Asian or Asian Welsh or Asian British

- Indian
- Pakistani
- Bangladeshi
- Chinese
- Any other Asian background (please describe)

.....

Black or Black Welsh or African or Caribbean or Black British

- African
- Caribbean
- Any other Black or Black British or African or Caribbean background (please describe)

.....

Other ethnic group

- Arab
- Any other ethnic group (please describe)

.....

- I do not want to say**

13. What is your gender?

For example,

- Female
- Male
- Non-binary
- I do not want to say

14. What languages do you speak?

For example, English, Arabic, Farsi, Welsh.



Can you tell us what language you use most of the time?

- I do not want to say

15. Are you religious?

For example, Christian, Jewish, Muslim, Hindu, Jewish, Sikh, no religion.



- I do not want to say.



Thank you for doing our survey!

What happens now?

You can send your survey back by email to adrian.hartley@choicesupport.org.uk

or in the post marked

FAO- INCLUSIVE LANGUAGE SURVEY
C/O JO HOWELL
The Northam Care Trust
Rose Hill
Heywood road
Bideford
EX29 3PG

We will use what you say to share examples of good communication in health and social care.

Hard words

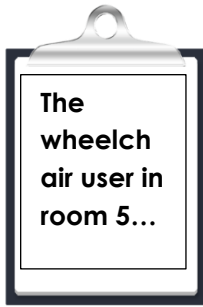


Communicate and **communication** means how we share information with other people.

For example, **talking** and **writing** are ways to share information or **communicate** with other people.



Label



A **label** is a name that we use to describe some groups of people.

For example

- A wheelchair user
- Adult with Challenging Behaviour
- An Epileptic.