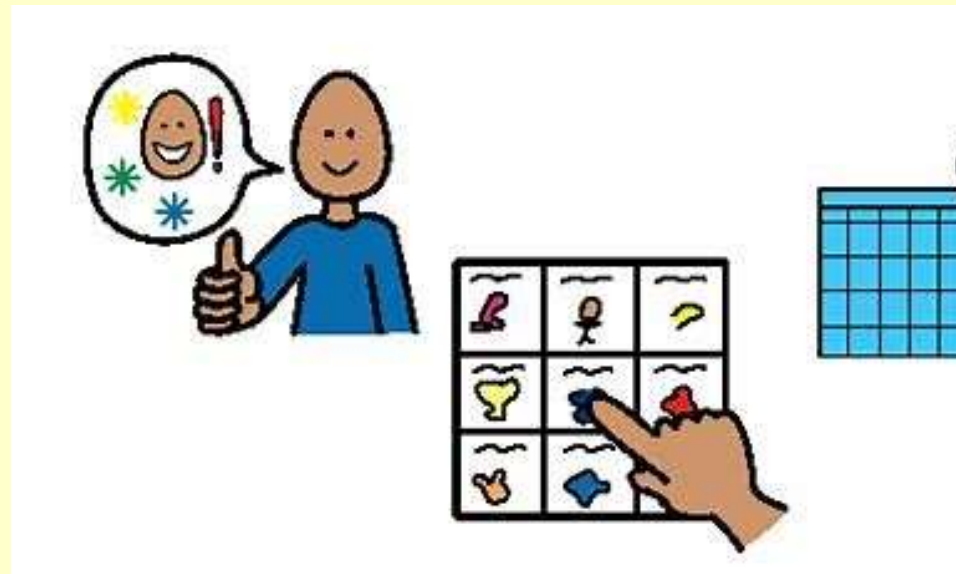


Plan Do Study Act (PDSA) cycle to ensure the quality use of visual supports with people with learning disabilities.



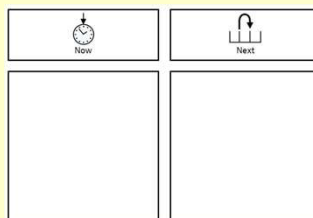


Introduction

Sion



- Recently moved house to a new supported living.
- Understands 2 or 3 information carrying words.
- Due to level of anxiety and stress, staff to aim for 1 information carrying word.
- Needs tools to support with communication.
- Shows behaviours that challenge linked to communication.



Now and Next



Plan

- Look at why the now and next board is not working for Sion.
- Arranging to meet with staff in staff meeting to ask specific questions to get their opinions and thoughts.
- Visit the home to observe the now and next board in use.
- Analyse the responses to see what can be learnt.
- Feedback to manager and the speech and language therapist about my findings and any changes if needed.
- Support staff and manager to implement any changes if any are recognised.

? Do

These questions were shared with the manager 2 weeks before I attended a staff meeting.



Sion has had a communication assessment followed by a written report being done. Have all staff read this report?



It is mandatory for all staff to attend Total Communication (TC) training. Have staff attended Total Communication training?



How confident are you using the now and next board?



How many incidence reports have you filled in in the last week because of behaviours that challenge which are linked to communication?



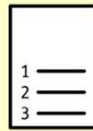
During these 2 weeks I visited the service twice to observe the now and next board being used. (see appendix 1 for case note following visit)



- 78% of staff had read the communication report.
- 33% of staff had attended Total Communication training.
- Majority of the staff were not confident to use the now and next.
- Average of 3 incidents per day of behaviour that challenge related to communication.

Other observations

- Were honest.
- Forthcoming with information.
- Asking for more support.
- Staff recognised their lack of skills and want to learn.



Action

- Meet with manager and speech and therapist to discuss findings and actions – within 1 week
- Send the communication report to the manager again so that all staff can read – within 1 week
- All staff need to attend the mandatory Total Communication training. (All staff should attend training within the next 6 months)
- Give staff a leaflet to help them understand why and how there is a need for using the now and next board – within 2 weeks (see appendix 2)
- Visit service once a week to model the use of the now and next board.
- Review in 2 months time to complete a new PDSA cycle.

Conclusion

- Many benefits to having visual supports in place.
- This example of visual supports was not being used correctly and consistently.
- Staff need to attend training to be able to understand the reasoning behind using visual supports.
- More contact after training to model correct use of visual supports.
- Importance of having transparency and open conversations.
- As a result, further support has been implemented.
- Another PDSA cycle will be completed in 2 months time.
- Everything learnt can be adapted to meet the needs of other services who are having similar difficulties with implementing visual supports.

References

Ann R. Beck, Julia B. Stoner & Marcia L. Dennis (2009) An Investigation of Aided Language Stimulation: Does it Increase AAC Use with Adults with Developmental Disabilities and Complex Communication Needs?, *Augmentative and Alternative Communication*, 25:1, 42-54, DOI: 10.1080/07434610802131059

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Royal College of Speech and Language Therapists. Five good communication standards. London: RCSLT, 2013.

National Health Service(NHS) England and NHS Improvement Plan, Do, Study, Act (PDSA) cycles and the model for improvement. Available at: www.england.nhs.uk/wp-content/uploads/2022/01/qsir-pdsa-cycles-model-for-improvement.pdf (Accessed 20/01/2024).

Appendix 1

Extract from a case note following visit.

I wanted to check on the use of the Now and Next board which Sion was given some time ago. A board was in Sion's sitting room about 2 thirds of the way up on the wall. It was not the now and next board issued but a white cork board. There were 4 symbols on the board - Wednesday, shower, tablet and mobile phone. I explained to staff that this was not very useful to Sion as it is not accessible being so high on the wall and that his activity now was not shower/using his phone/tablet. Sion was watching tv/eating crisps and hummus when we arrived. Sally (support worker) mentioned that the board works well but I pointed out that the information on the board was incorrect as Sion has his shower in the morning.

Appendix 2

My now and next board



My now and next board helps me to understand and remember what I am doing each day.



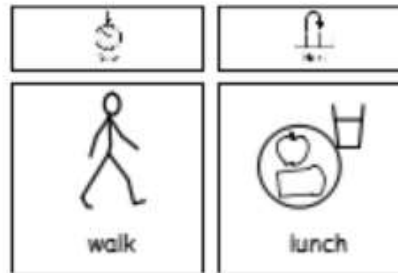
Staff need to help me use my now and next board.



Using my now and next board helps me feel in control. I can see what is happening now and what I am doing next. I don't need to worry.



My now and next board can help me understand change. If something is cancelled, I can see what is happening instead.



This is my now and next board.

- Support me to put what I am doing now and what I will be doing next on the board.
- When I have finished an activity, support me to take the 'now' picture off.
- And move my 'next, activity from the 'next' box to the 'now' box.
- Then place the symbol or picture of what I will be doing next into the 'next' box.



This needs to happen after every activity. If I don't know what is coming next, I worry