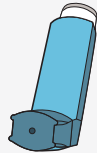


The Hospital Communication Book

Full of useful images and advice to help you communicate with people with a wide range of needs in hospital.



The **Clear Communication** People Ltd

About this book

The Clear Communication People Ltd developed the original Hospital Communication Book in 2005. Version 2 was developed in 2008.

Version 3 is the result of three years development and testing.

This book could be a useful aid for a range of different people, including:

- People with a learning disability.
- People who have a hearing impairment.
- People with an acquired illness or injury that impairs their communication.
- People with autism.
- People for whom English is not their first language.



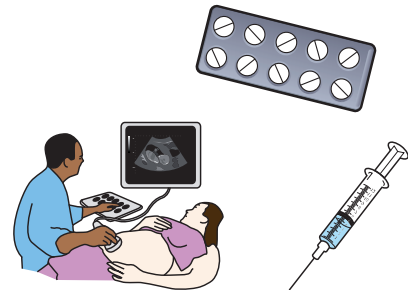
See pages 55 - 58 for tips on communicating with people with a range of impairments.

The images we have used.

All the illustrations used in this book are from our Easy Pics imagebank.

They have been developed in partnership with people with learning disabilities and nursing staff with experience of supporting people to communicate in hospital.

They are drawn to look like what they represent. We avoid abstract symbolic images which people often need to learn before they can understand them.



Accessing our images online.

You can use our images to make up simple communication tools and visual aids tailored to individual's needs.

Our Easy Pics imagebank is free to use for non-commercial purposes.



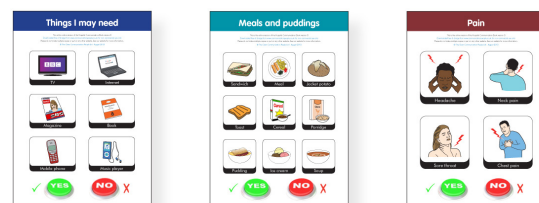
See page 4 for more information.

The 'free' online version.

You are free to print sections of this book for personal use. You can also print a copy for each person you support.

Find out more at:

www.communicationpeople.co.uk



Contents

Section 1

My basic needs

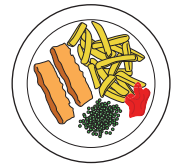
- Page 6 Allergies
- Pages 7 - 8 Impairments, health conditions and communication
- Pages 9 - 13 Things I may need
- Pages 14 - 15 Places and clothes
- Pages 16 - 17 Personal hygiene and personal care
- Pages 18 - 20 Mobility aids and moving



Section 2

Food and drink

- Page 22 Dietary needs
- Pages 23 Help with drinking
- Pages 24 - 25 Drink choices
- Page 26 Help with eating
- Pages 27 - 29 Food choices
- Page 30 Nil by mouth



Section 3

How I am feeling

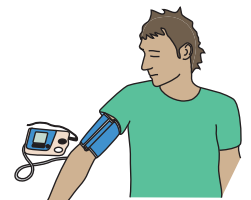
- Pages 32 - 33 Pain images
- Pages 34 - 35 Male and female body images
- Page 36 Pain scale
- Pages 37 - 38 Signs and symptoms
- Page 39 Bristol Stool Chart
- Pages 40 - 42 Maternity



Section 4

Tests and treatment

- Page 44 Treatments
- Page 45 Tests and observations
- Pages 46 - 49 Tests and treatments
- Page 50 X-Ray



Section 5

Communication tools

- Pages 52 - 53 Days, dates, letters and times
- Pages 54 British Sign Language alphabet
- Pages 55 - 58 Communication tips
- Page 59 Going home



Other useful resources

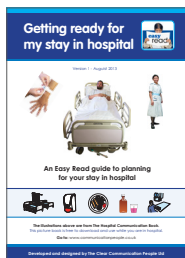
This communication book links with other resources developed that may help you support people in hospital. Most of these resources are free to use.



'This is me - My Care Passport'

A passport can be filled in by a person with their supporters and brought into hospital with them. It gives hospital staff important information about people's needs, likes and dislikes. Many areas have their own version of a passport.

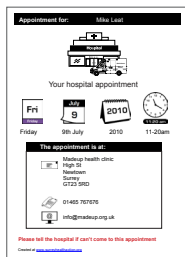
Ours is free to use and can be found at www.surreyhealthaction.org



'Getting Ready' Easy Read factsheets

- Getting ready for my visit to hospital
- Getting ready for my stay in hospital
- Getting ready to go home from hospital
- Making choices about my health - consent, capacity and best interest

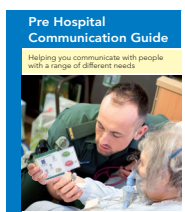
They are free to download from www.surreyhealthaction.org



Easy Read appointment letters

This is an online tool that makes it easy to create an illustrated appointment letter. There is a letter that uses a hospital image, and one where you can insert your own photo.

The letters are free to use and can be found at www.surreyhealthaction.org

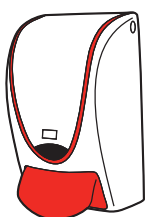


The Pre Hospital Communication Guide.

Developed in partnership with the London Ambulance Service NHS Trust.

This illustrated pocket communication book is widely used by paramedics and accident & emergency departments. Find out more at:

www.communicationpeople.co.uk.



Easy Pics online imagebank

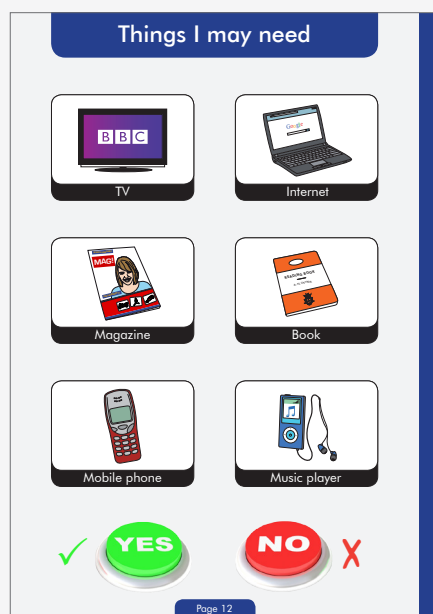
This is our free to use imagebank. It has illustrations from this book as well as many other images. You can use the images non-commercially to make your own communication aids.

Go to: www.flickr.com/photos/easy-pics/collections

My basic needs



This section can help people tell you about themselves and say what they want and need.



There are only six large images on most pages to make them as clear as possible.

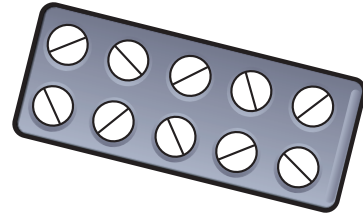
There are different ways you can use this section, including:

- enabling people to tell you things they may want or need.
- offering choices to people.
- explaining what is happening next.

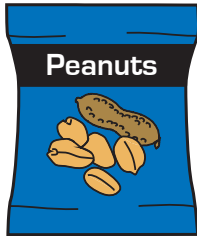
The yes/no images can help you check understanding and consent.

Pictures are just one way of offering choice. Using the physical object also works well for many people. See page 55 for more information about supporting communication.

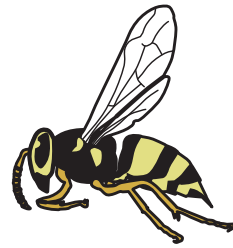
Allergies



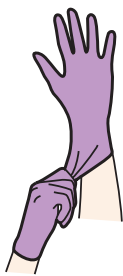
Medicine



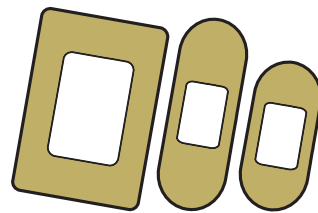
Peanuts



Insects



Latex

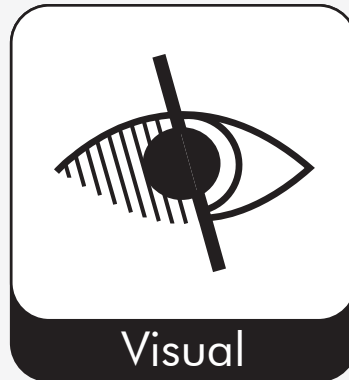


Plasters

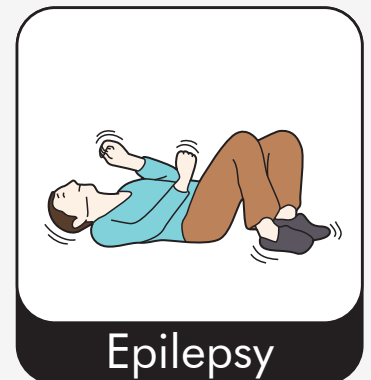
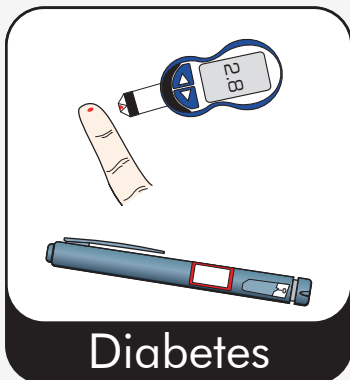


Impairments and conditions

Do you have an impairment?



Do you have any of these health conditions?



Many people will have a care passport that tells hospital staff about their needs.

Most passports use the 'traffic light' colour code for essential, important and useful information.

See page 4 for more information about passports.

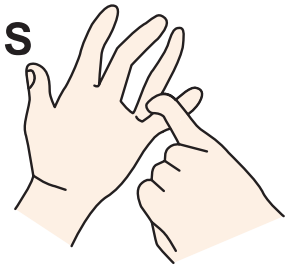


Communication



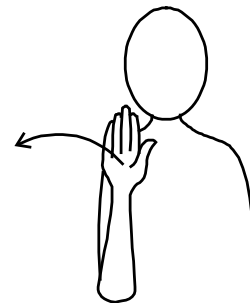
Language translation

A person with an acquired injury or condition may revert to using their first language.



British Sign Language

See page 54

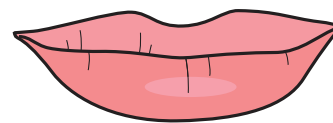


Makaton

See page 55



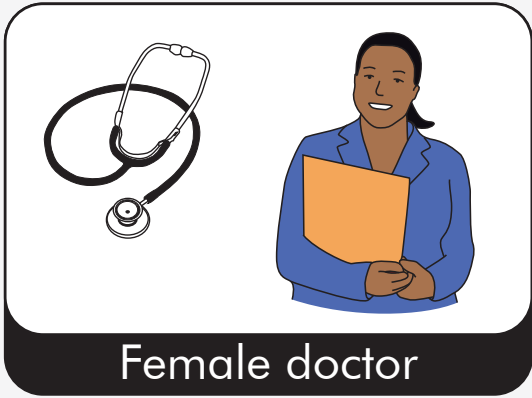
Electronic aid



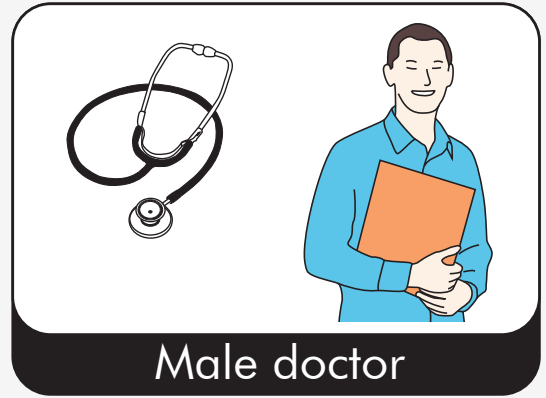
Lip reading



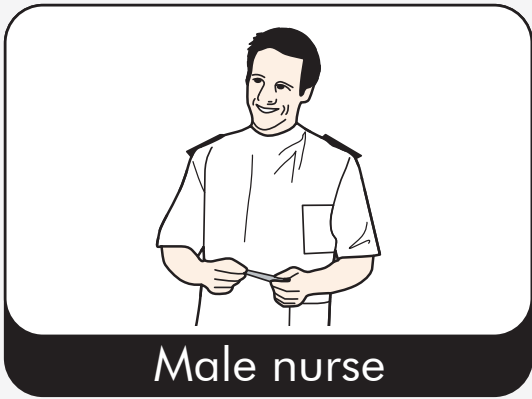
Things I may need



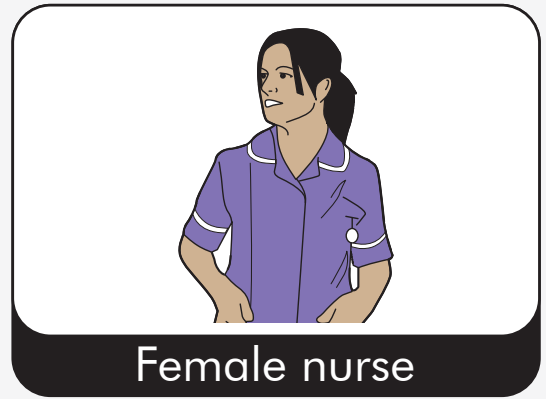
Female doctor



Male doctor



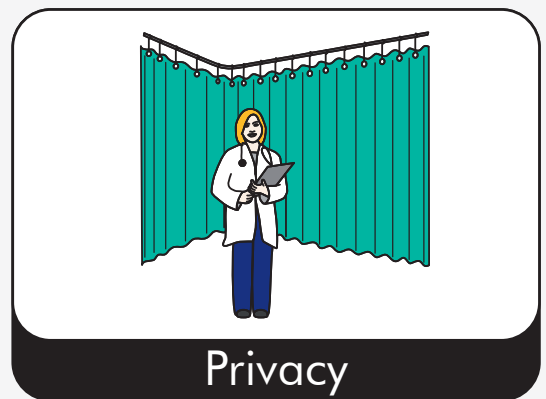
Male nurse



Female nurse



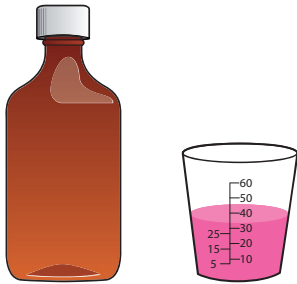
Visitor



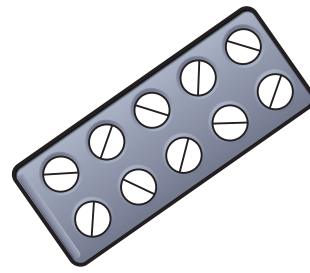
Privacy



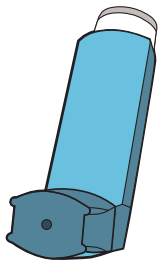
Things I may need



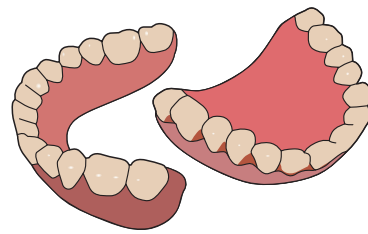
Medicine



Tablets



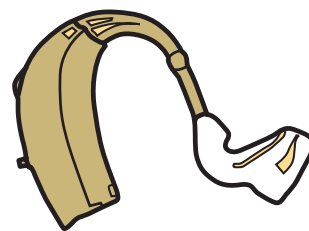
Inhaler



False teeth



Glasses



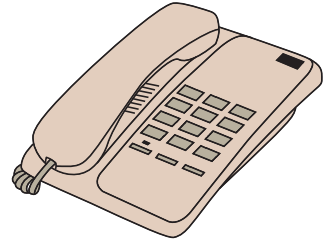
Hearing aid



Things I may need



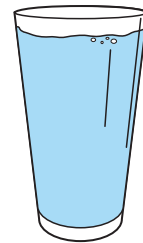
Toilet



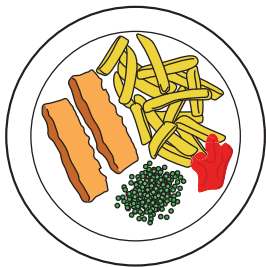
Phone



Hot drink



Cold drink



Meal



Snack



Things I may need



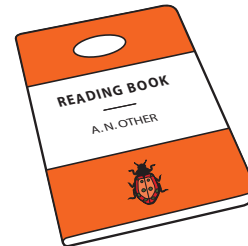
TV



Internet



Magazine



Book



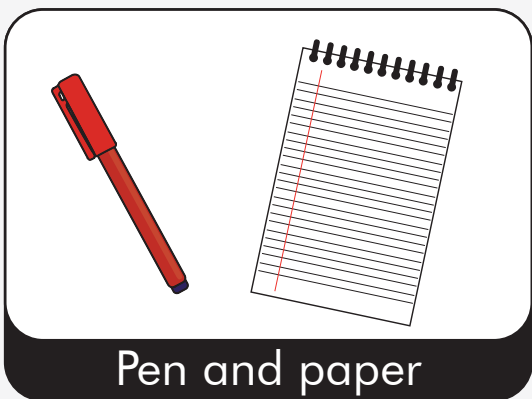
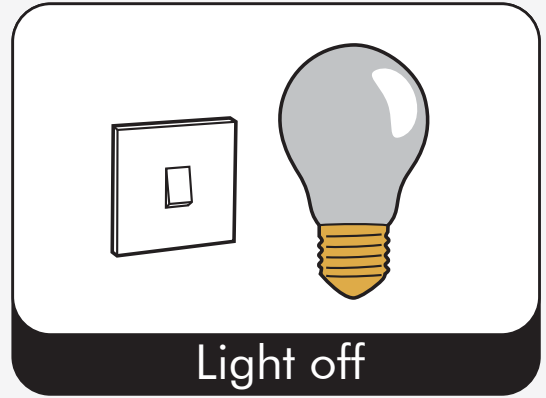
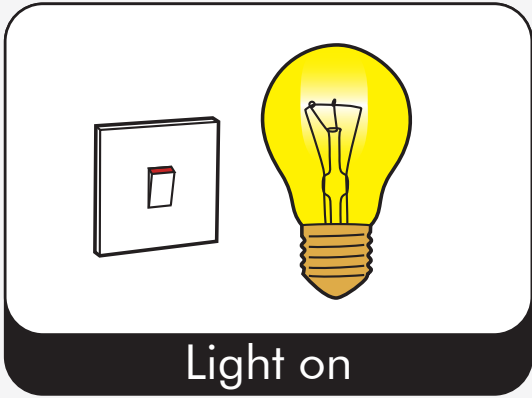
Mobile phone



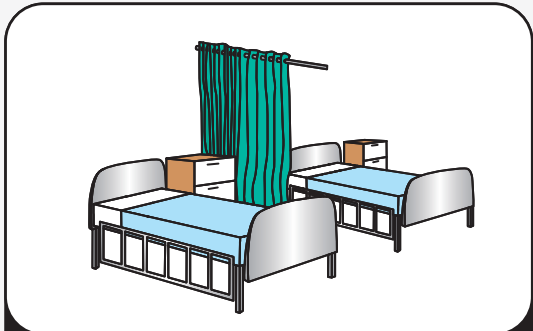
Music player



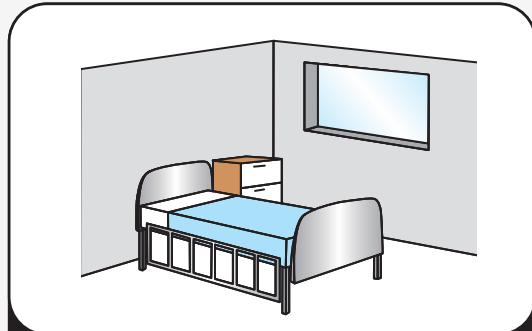
Things I may need



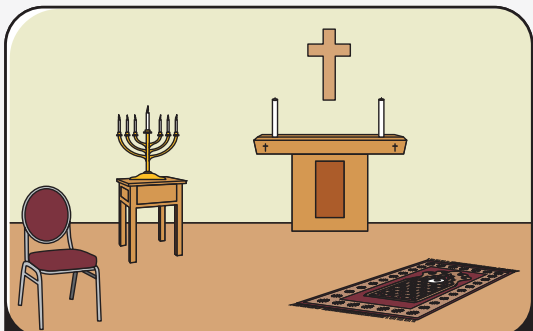
Places



Ward



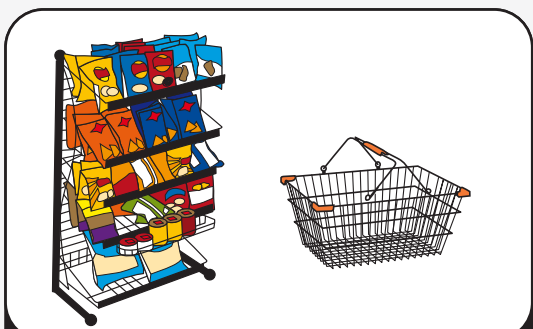
Private room



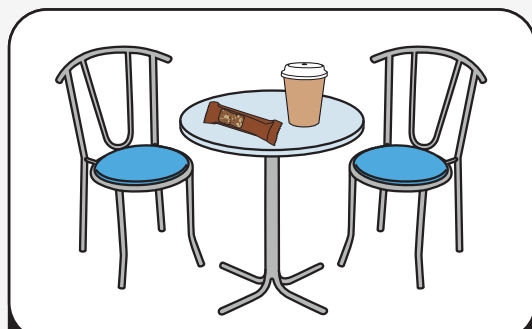
Multi faith room



Garden



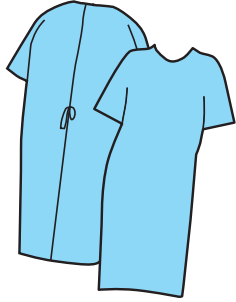
Shop



Cafe



Clothes



Hospital gown



Day clothes



Slippers



Shoes



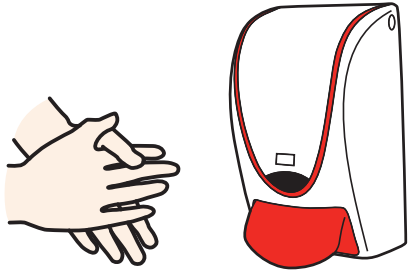
Pyjamas



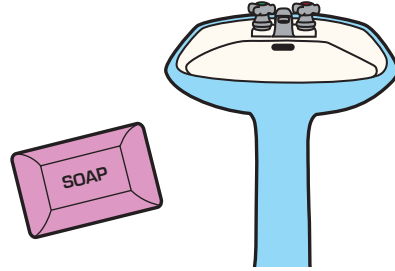
Dressing gown



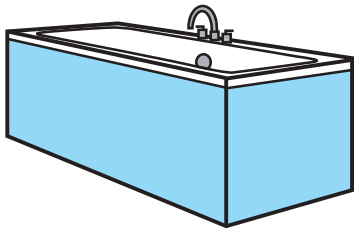
Personal hygiene



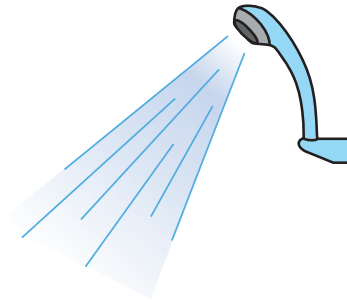
Hand gel



Wash



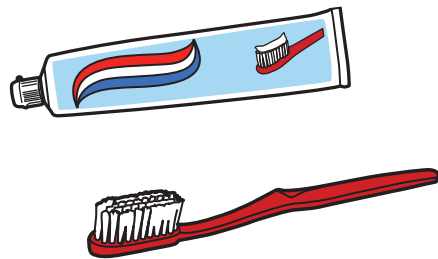
Bath



Shower



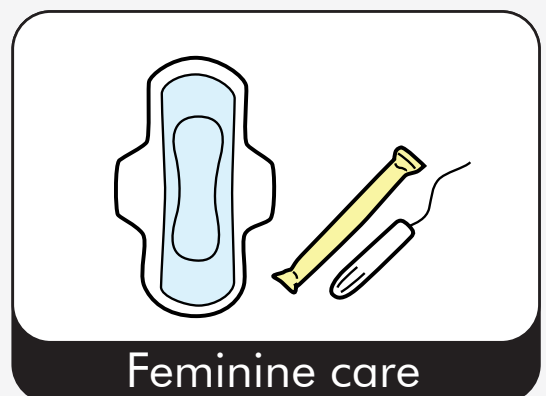
Deodorant



Brush teeth



Personal care



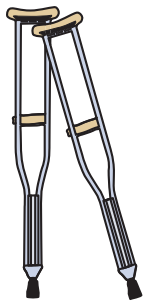
Mobility aids



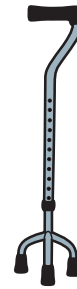
Wheelchair



Walking frame



Crutches



Tripod cane



Walking stick



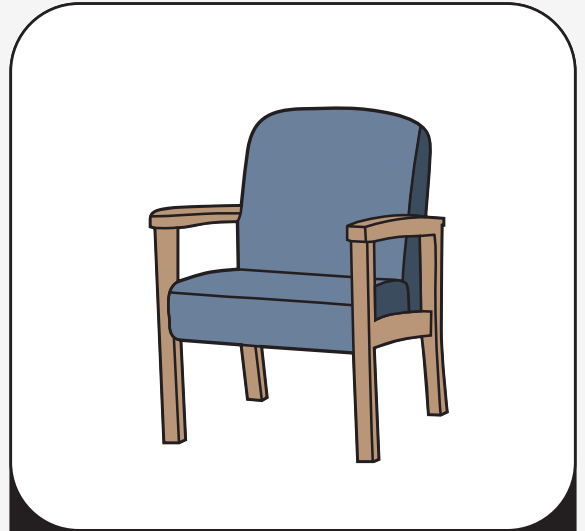
Guide stick



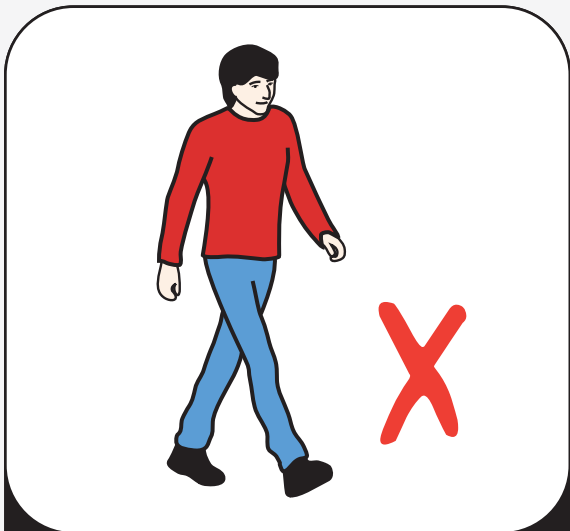
Moving



To a bed



To a chair



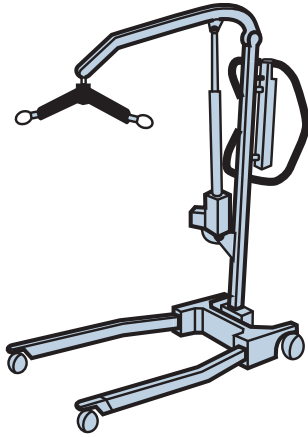
Don't walk



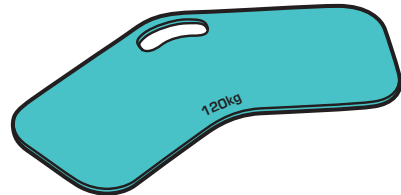
Turn over



Moving



Hoist



Transfer board



Porter - bed

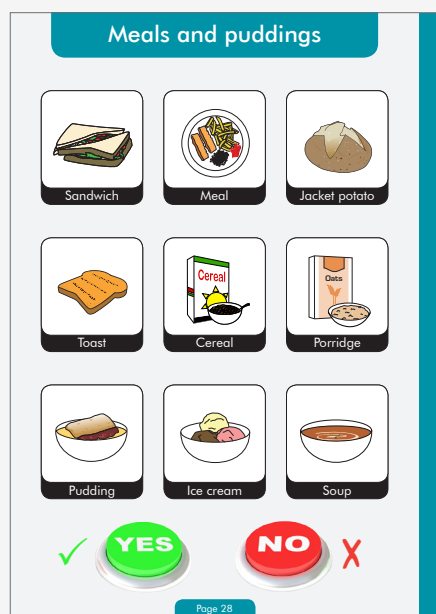


Porter - wheelchair





Helping people make food & drink choices and to tell you their needs.



The first page in this section has images that may help people tell you about any dietary needs.

There are images to help people say they need help eating or drinking.

- there are a wide range of images for both hot and cold drinks.
- there are a wide range of images of snacks and meal time foods.

The yes/no images can help you check understanding and consent

Pictures are just one way of offering choice. Using the physical object can be better for many people. You may want to offer the snack/drinks themselves for people to choose.

Dietary needs



Kosher



Halal



Gluten free



Dairy free



Vegetarian



Vegan



Help with drinking

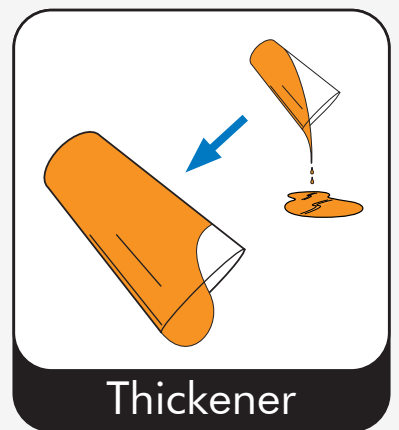
The image below can be copied and used as a visual aid above a person's bed



It is vital that people drink enough fluid.

Dehydration is a serious risk to health.

Some people may not be able to say they are thirsty and may not be able to drink without support or the right equipment.



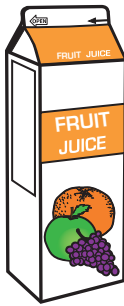
Cold drinks



Flavours



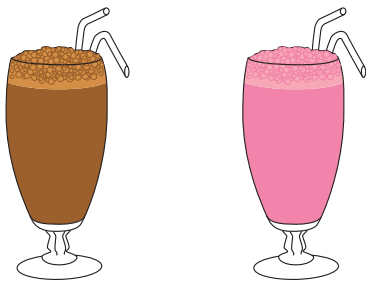
Water



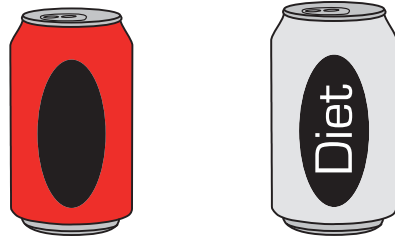
Juice



Squash



Milkshake



Fizzy drink



Hot drinks



Tea



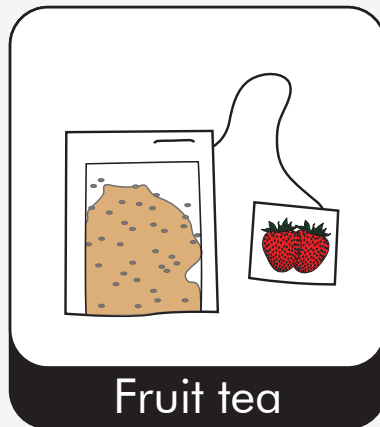
Coffee



Decaf



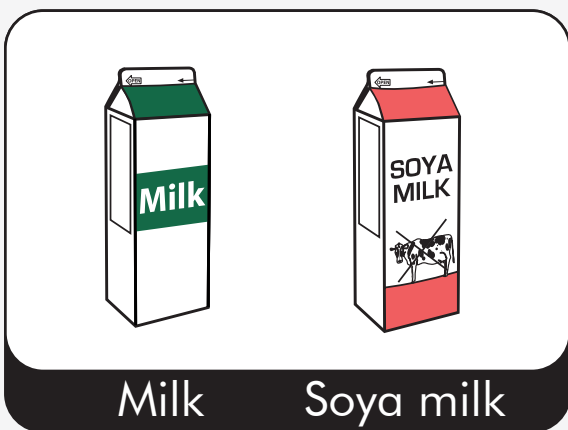
Herbal tea



Fruit tea

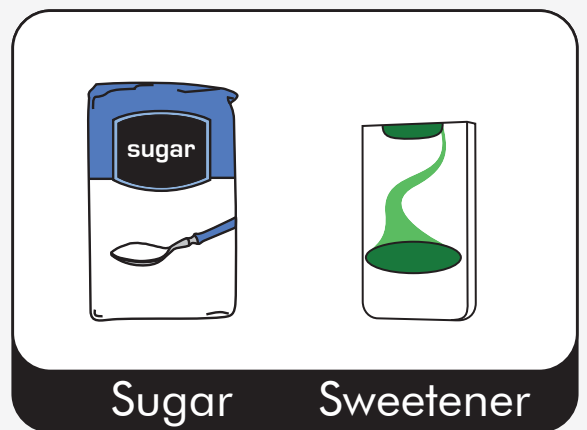


Hot chocolate



Milk

Soya milk



Sugar

Sweetener



Help with eating

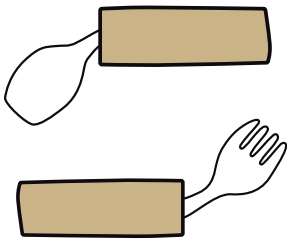
The image below can be copied and used as a visual aid above a person's bed



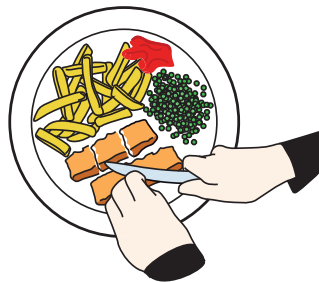
I need help to eat

It is vital that people eat well in hospital.

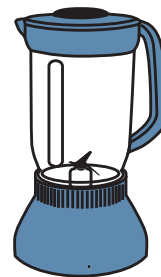
Some people may not be able to say they are hungry and may not be able to eat without support or the right equipment.



Adapted cutlery



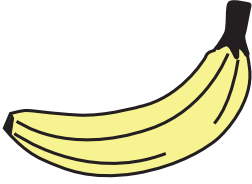
Food cut up



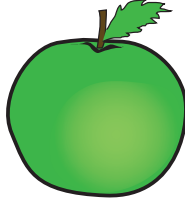
Food liquidised



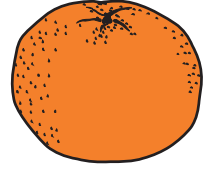
Snacks



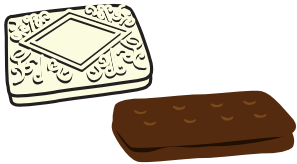
Banana



Apple



Orange



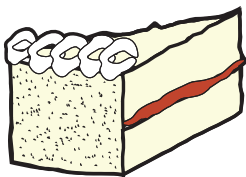
Biscuits



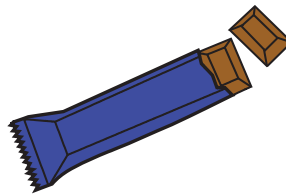
Crisps



Yogurt



Cake



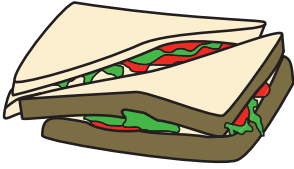
Chocolate



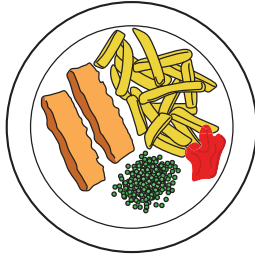
Sweets



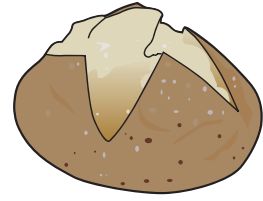
Meals and puddings



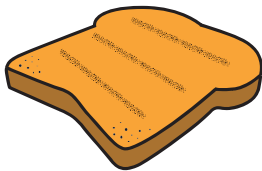
Sandwich



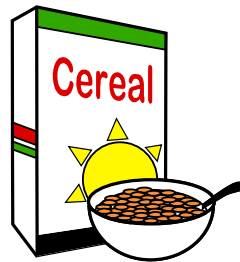
Meal



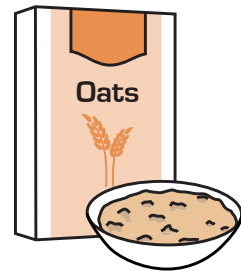
Jacket potato



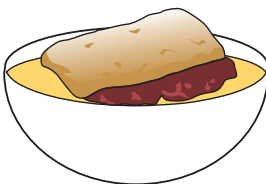
Toast



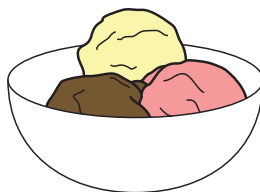
Cereal



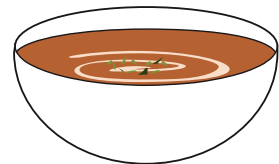
Porridge



Pudding



Ice cream



Soup

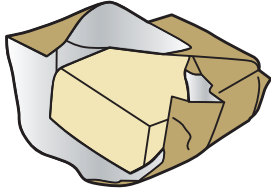


YES

NO



Fillings and toppings



Butter



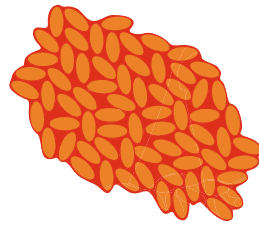
Jam



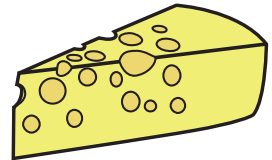
Marmalade



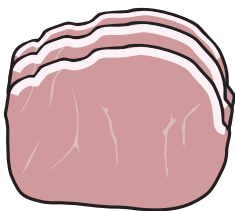
Chocolate spread



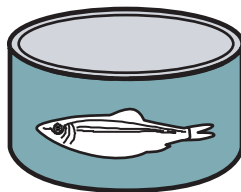
Baked beans



Cheese



Ham



Tuna



Egg



Nil by mouth



No food

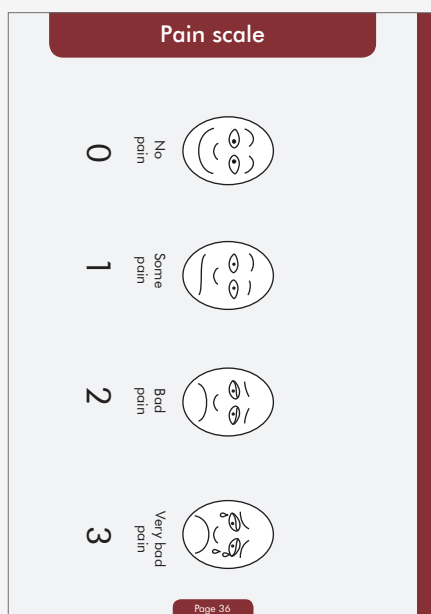


No drink

How I am feeling



This section can help people say how they feel, their symptoms and any pain.



As well as pain images there are full body images to help people explain where pain might be.

The simplified pain scale uses four images - no pain to bad pain.

- this page can be useful to enable people to express feelings as well as indicate pain.
- the images used are deliberately kept simple to make the scale as easy as possible to use.

The yes/no images can help you check understanding and consent

There are pages of signs and symptoms which can help people to communicate their health issues. There are also pages specific to maternity.

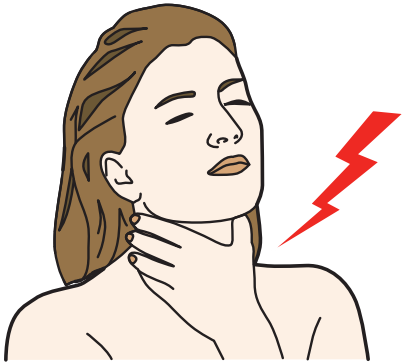
Pain



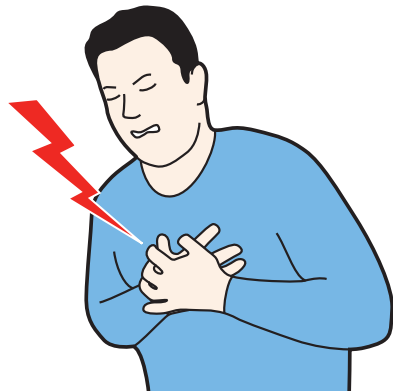
Headache



Neck pain



Sore throat



Chest pain



Pain



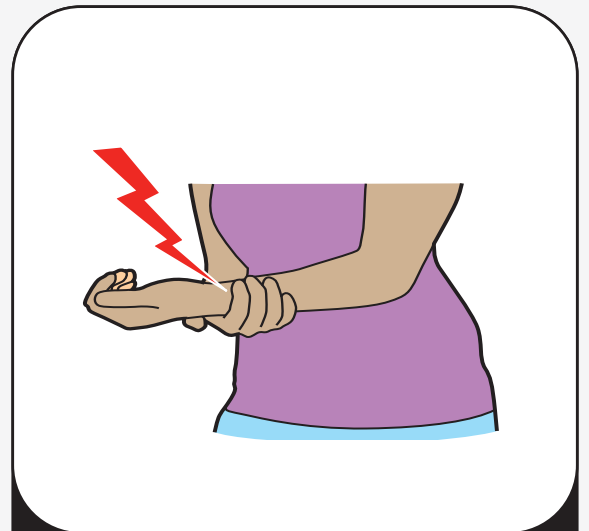
Tummy pain



Back pain



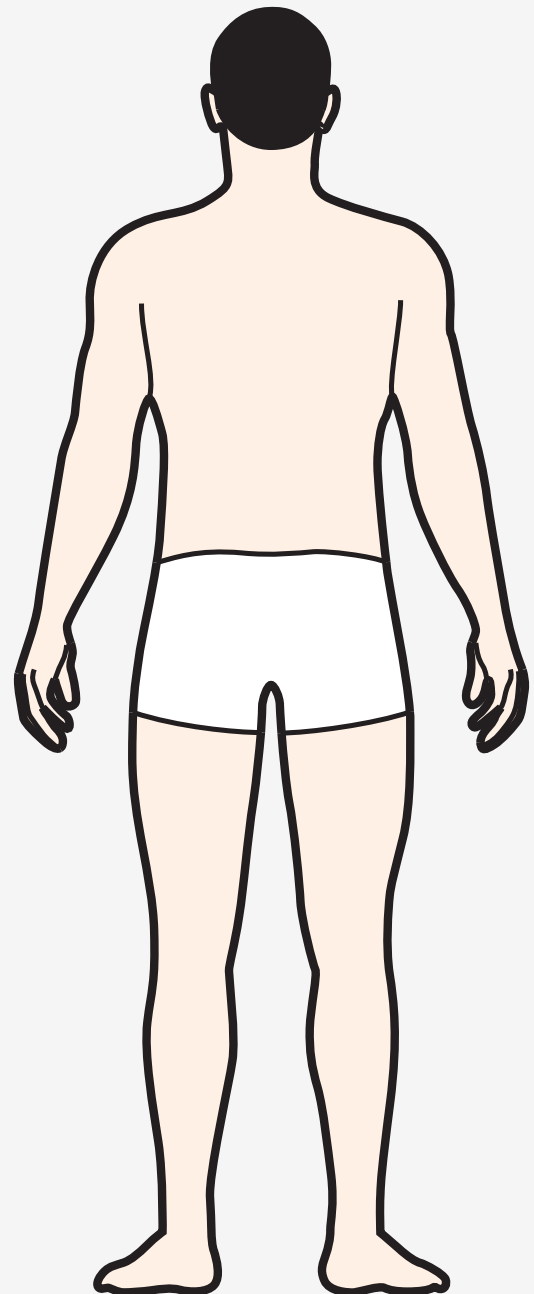
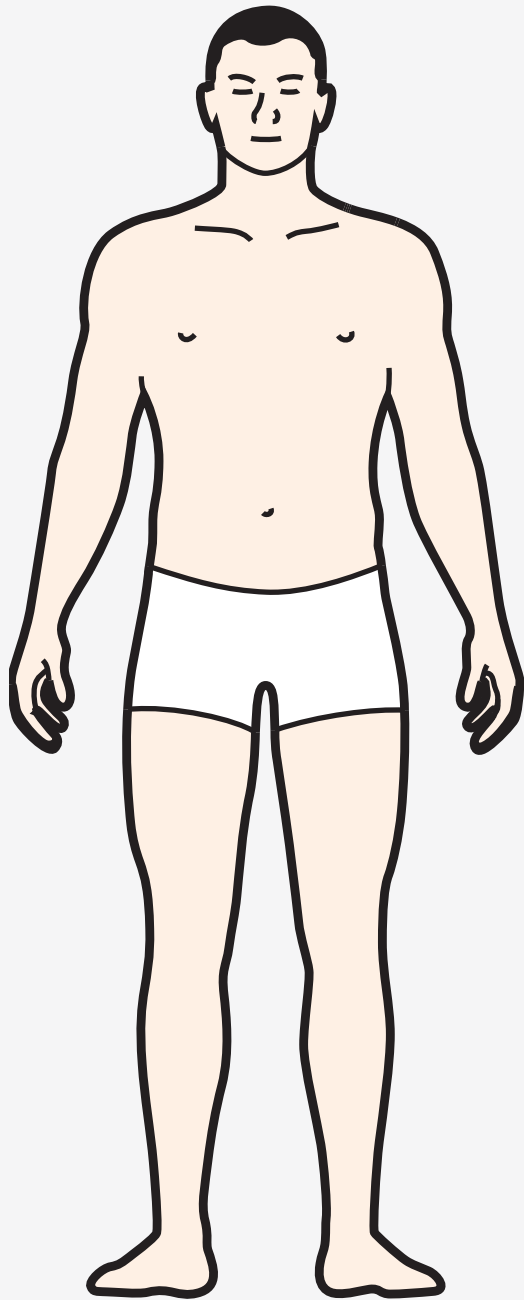
Leg pain



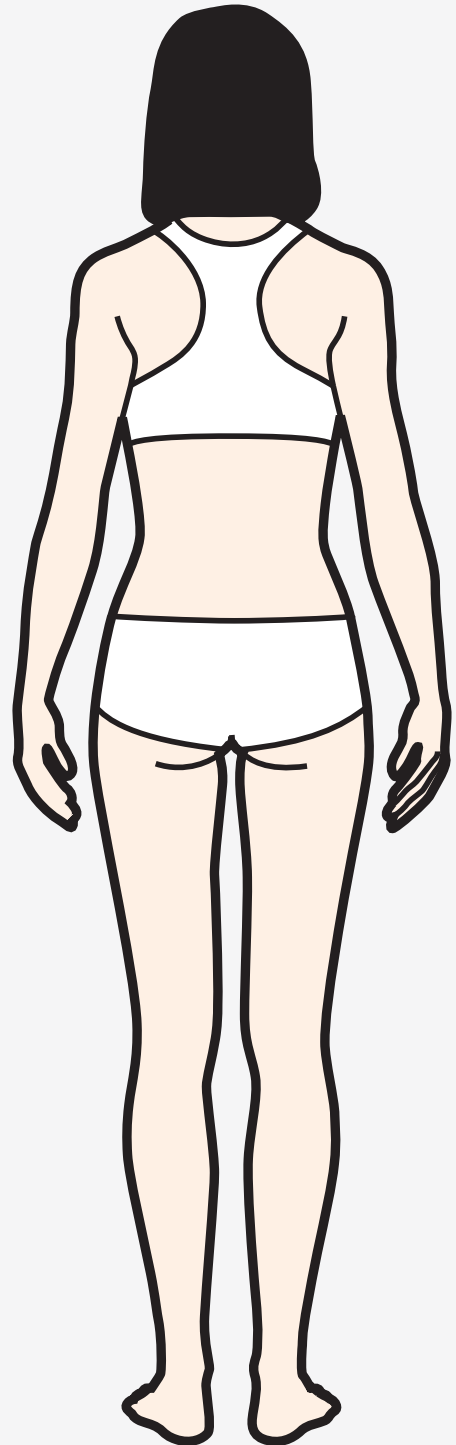
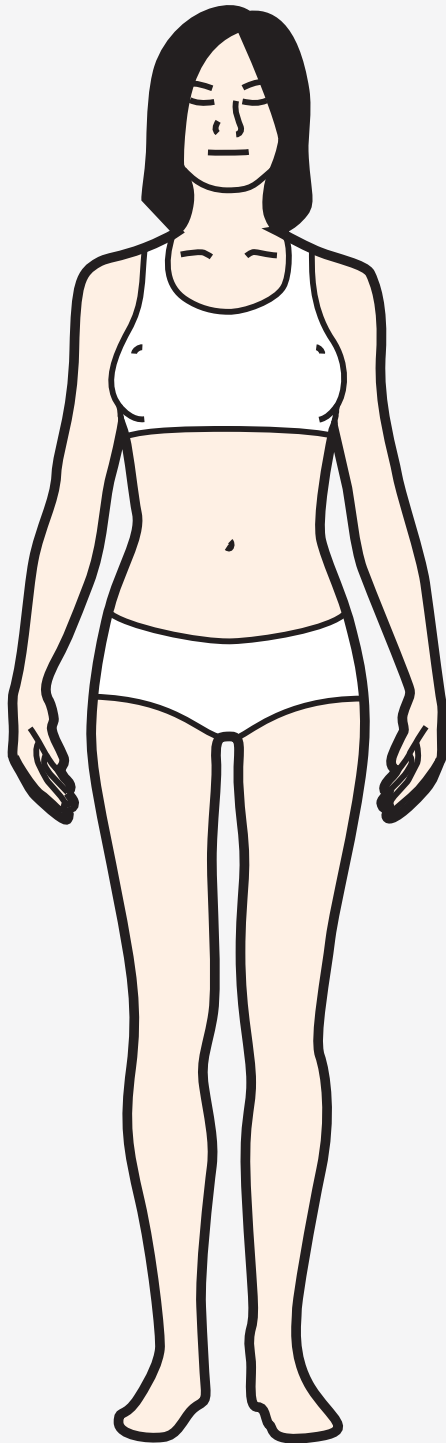
Arm pain



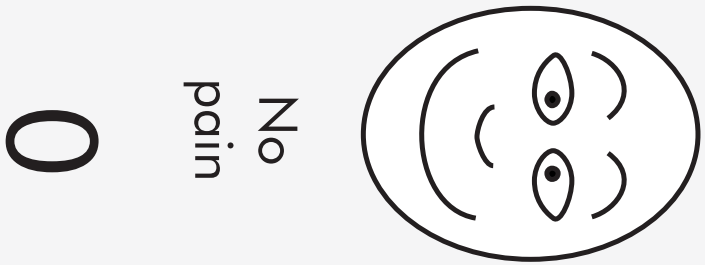
Male body



Female body

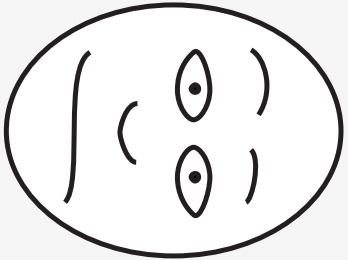


Pain scale



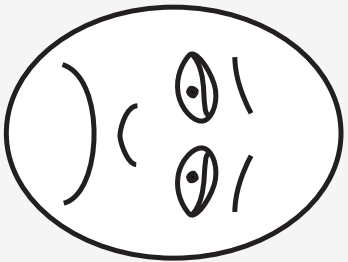
No
pain

0



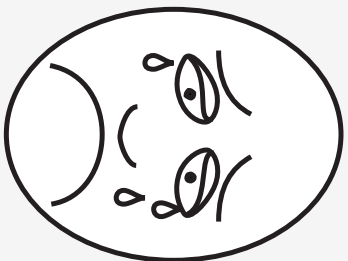
Some
pain

1



Bad
pain

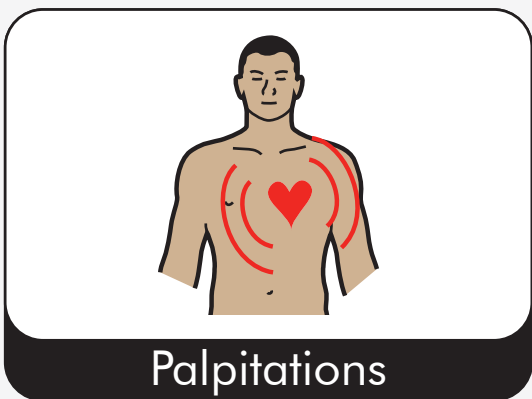
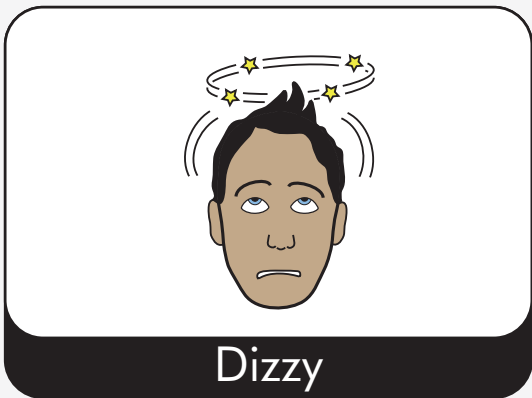
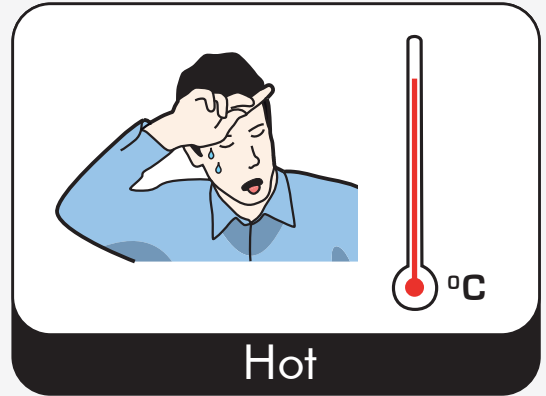
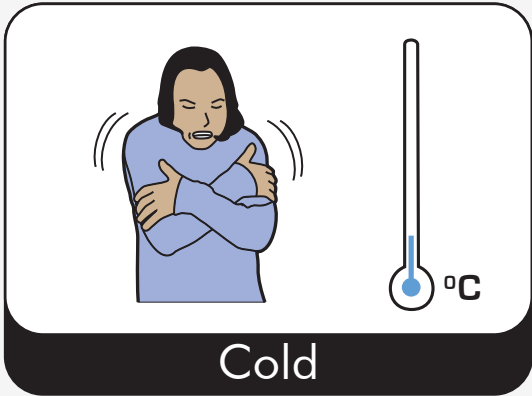
2



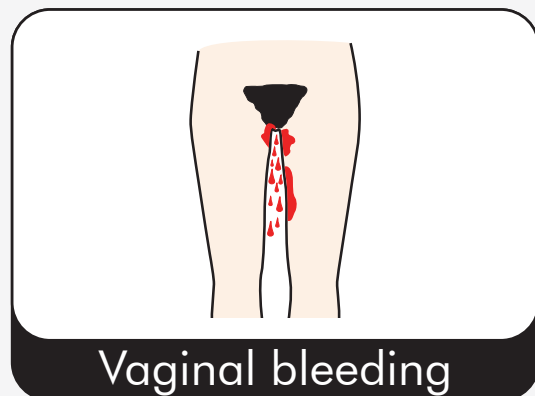
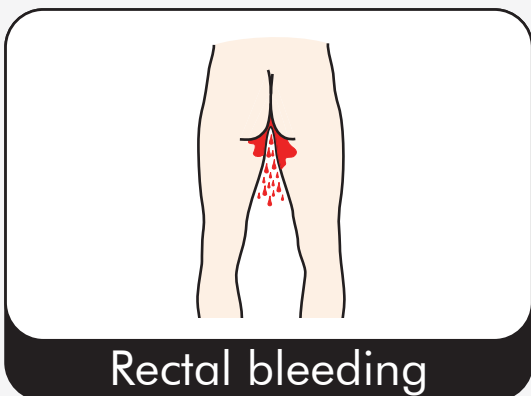
Very bad
pain

3

Signs and symptoms


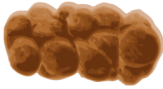


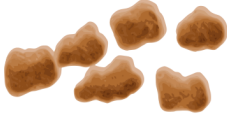
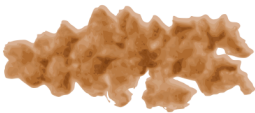
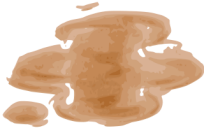


Signs and symptoms



Bristol Stool Chart

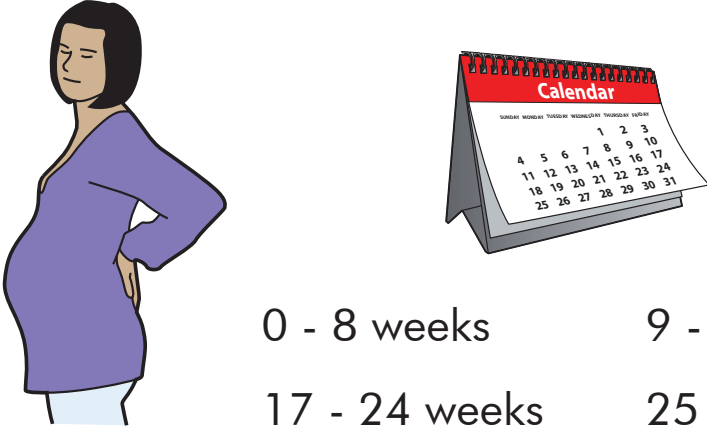
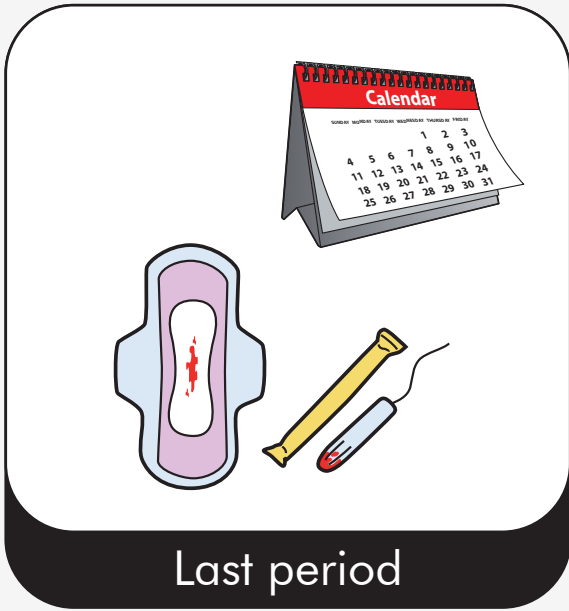
Bristol Stool Chart

Type 1		Separate hard lumps, like nuts (hard to pass)
Type 2		Sausage-shaped but lumpy
Type 3		Like a sausage but with cracks on the surface
Type 4		Like a sausage or snake, smooth and soft
Type 5		Soft blobs with clear-cut edges
Type 6		Fluffy pieces with ragged edges, a mushy stool
Type 7		Watery, no solid pieces. Entirely Liquid

Attribution: Kyle Thompson is the copyright holder of The Bristol Stool Chart



Maternity

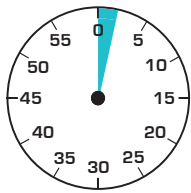
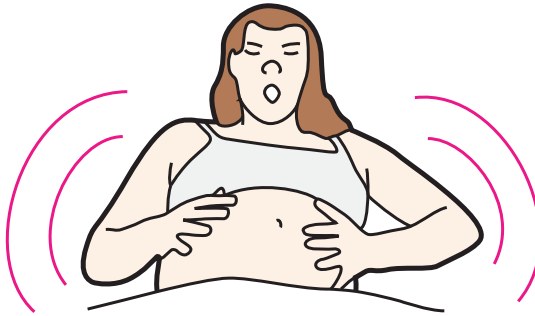


0 - 8 weeks 9 - 16 weeks
17 - 24 weeks 25 - 40 weeks

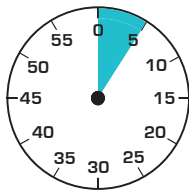
How many weeks pregnant are you?



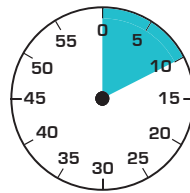
Maternity



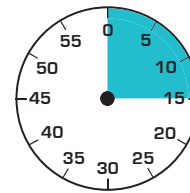
2 Minutes



5 Minutes



10 Minutes



15 Minutes

How often are your contractions?



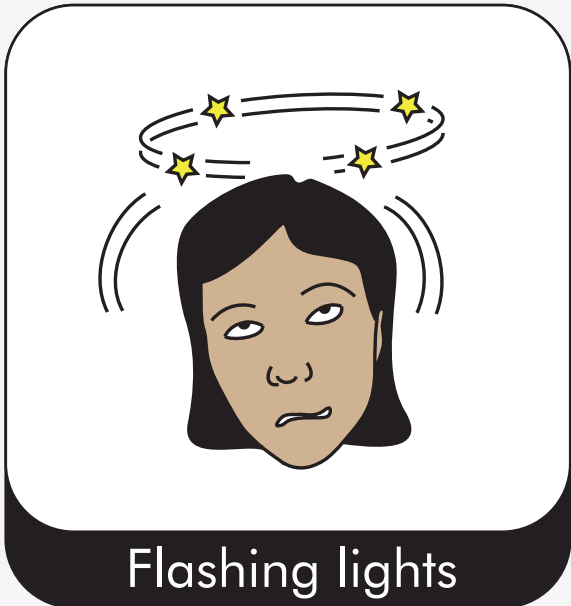
Have your waters broken?



Have you had a show?



Maternity



Tests and treatment



This section can help you explain tests and treatments to people.



The images can help people to understand what is happening, reducing confusion and anxiety.

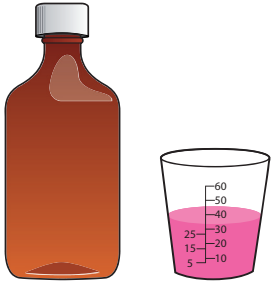
Images range from simple procedures like medicine, to X-rays and scans.

- There are a lot of images of some pages - it may help to cover some images up.
- The images used in this book are available to use individually from our online imagebank. See page 4 for details of this.

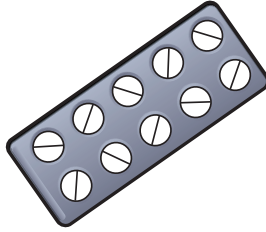
The yes/no images can help you check understanding and consent

Pictures are just one way of explaining what is happening. Using the physical object can be better for many people, for example showing a cannula or a splint.

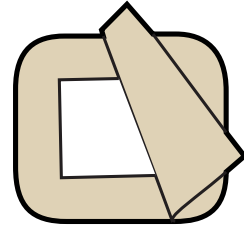
Treatment



Medicine



Tablets



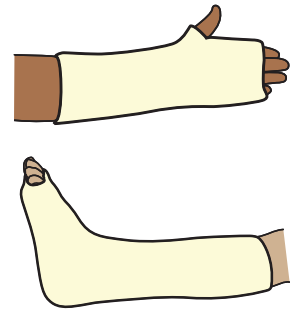
Dressing



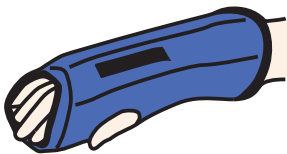
Bandage



Sling



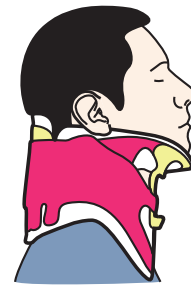
Plastercast



Arm splint



Leg splint



Neck brace

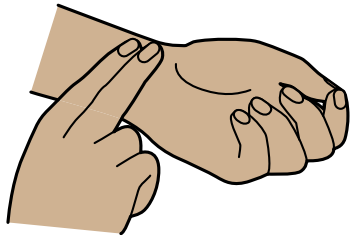


YES

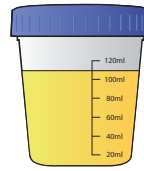
NO



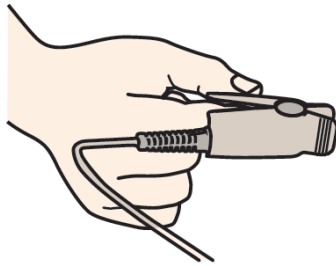
Tests and observations



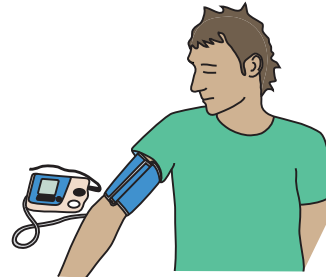
Pulse



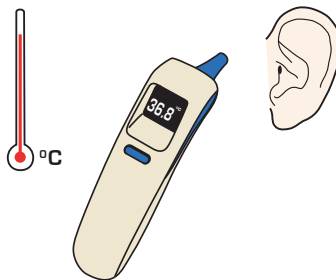
Urine test



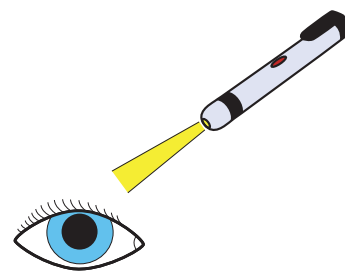
Oxygen level



Blood pressure



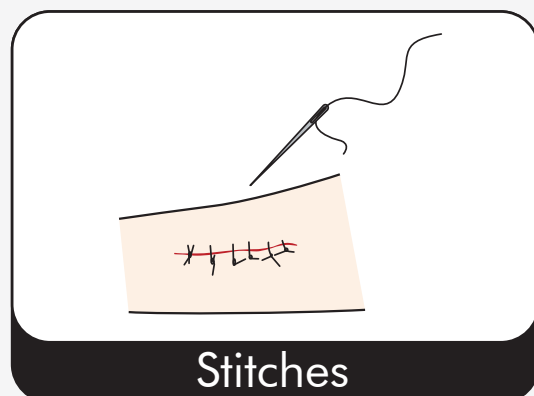
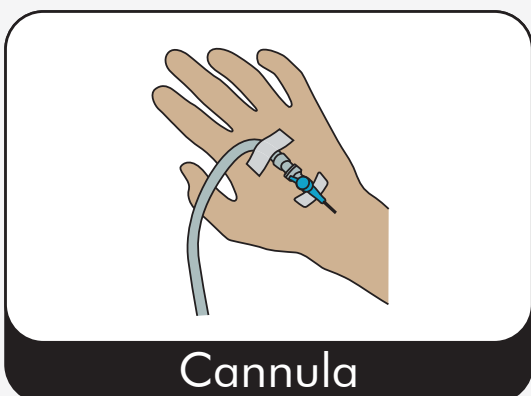
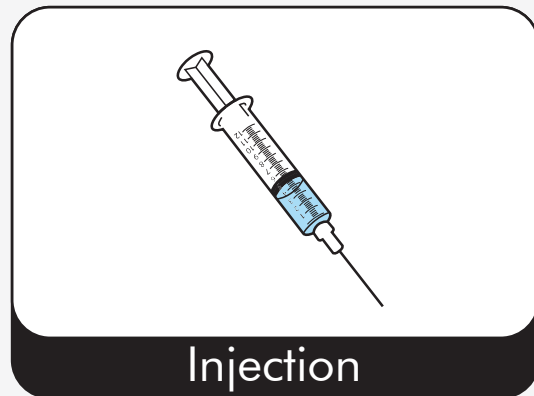
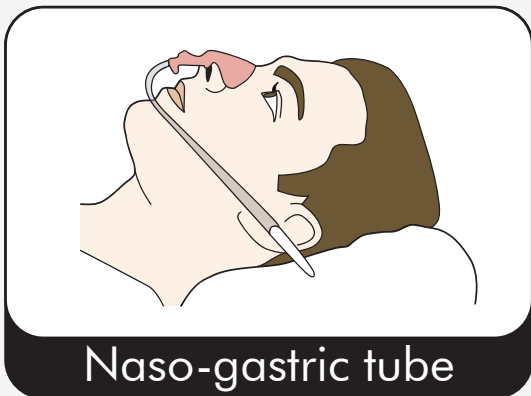
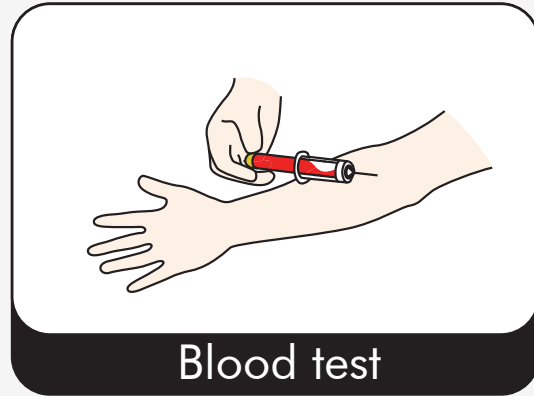
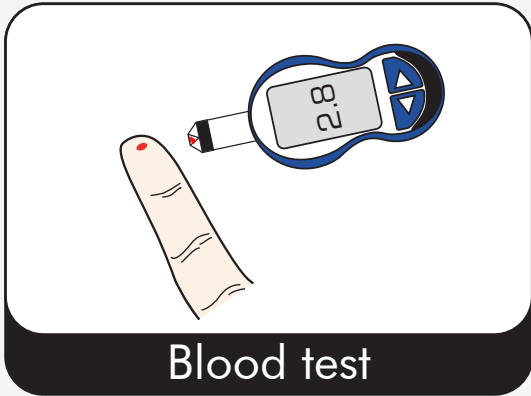
Temperature



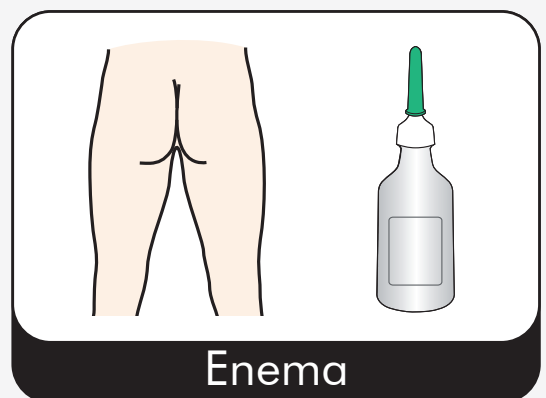
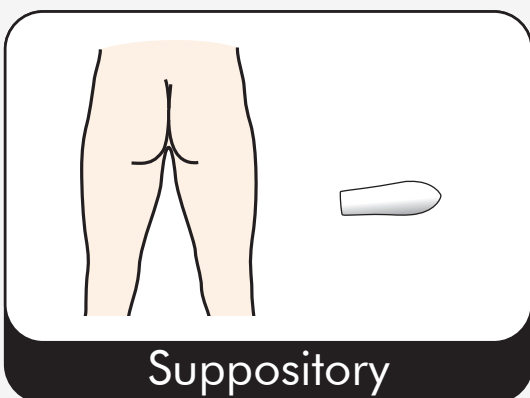
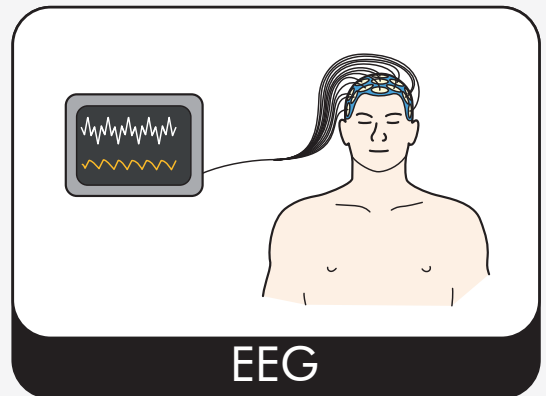
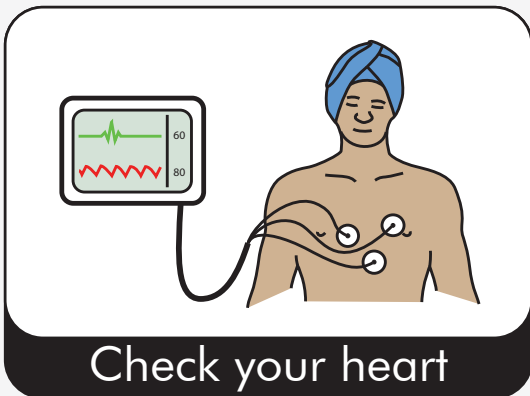
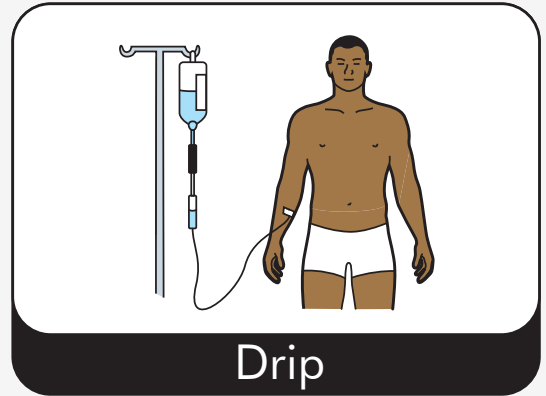
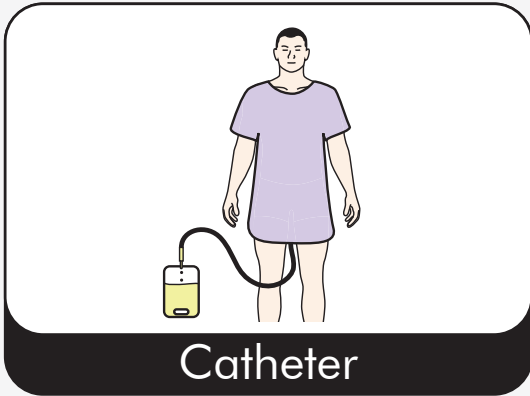
Eye test



Tests and treatment



Tests and treatment



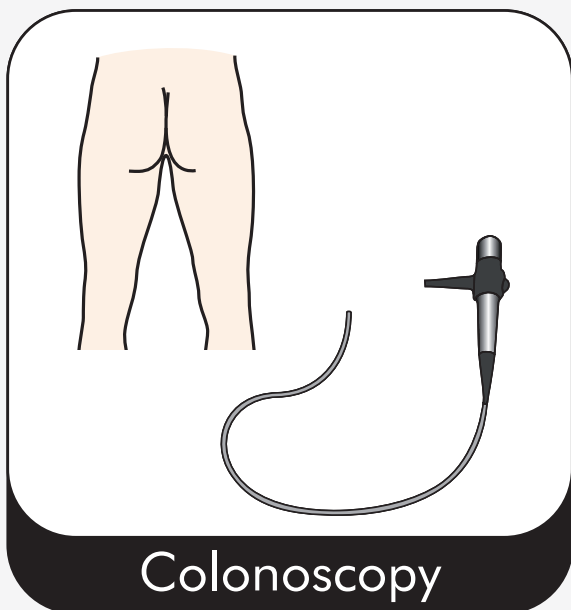
Tests and treatment



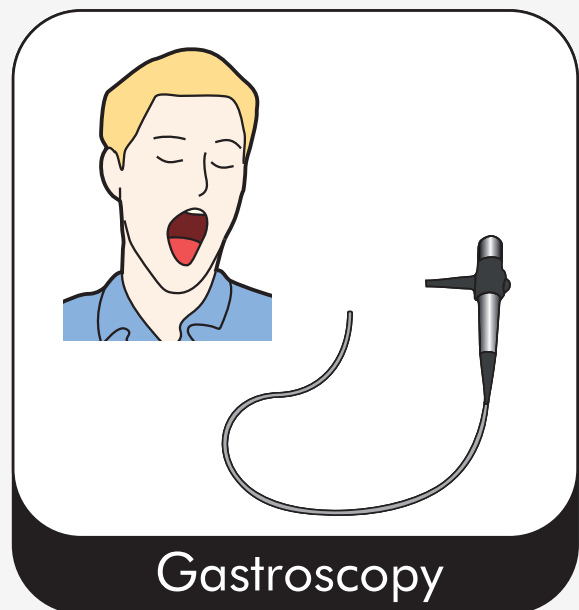
Drain wound



Oxygen



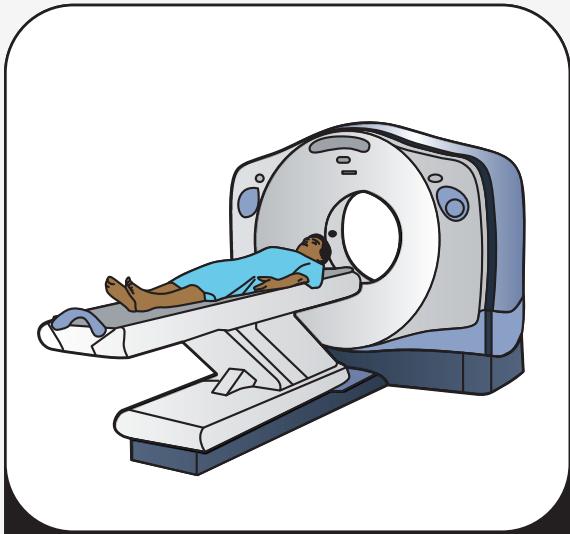
Colonoscopy



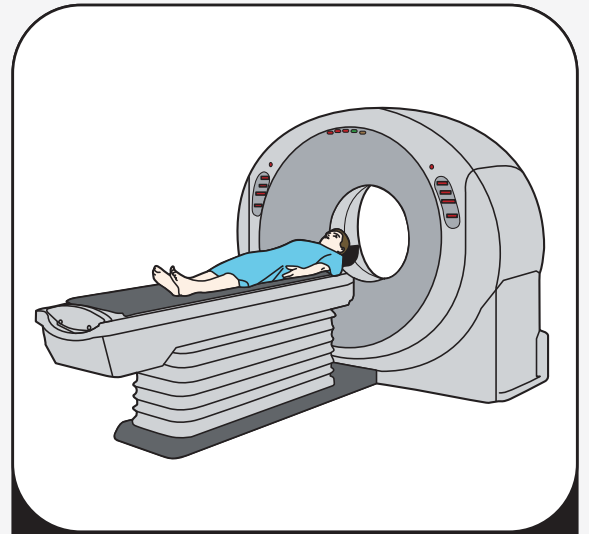
Gastroscopy



Tests and treatment



CT scan



MRI scan



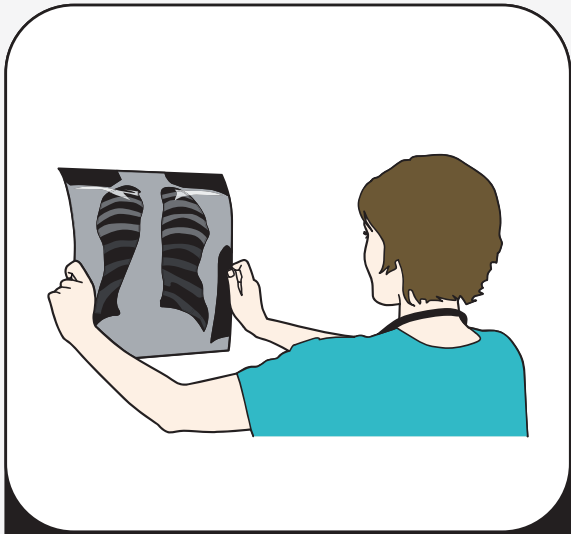
Ultrasound scan



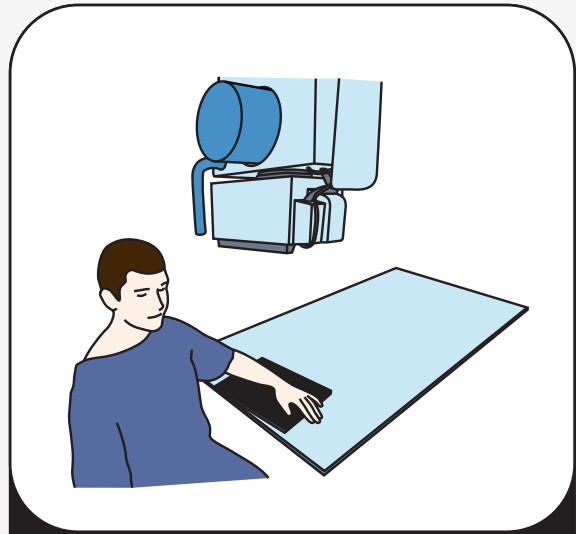
Surgery



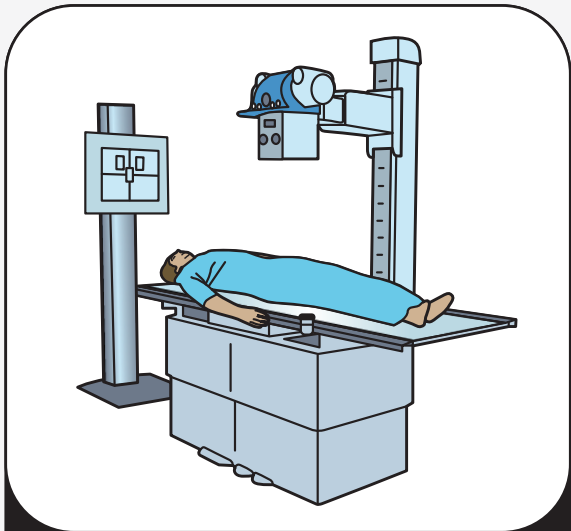
X Ray



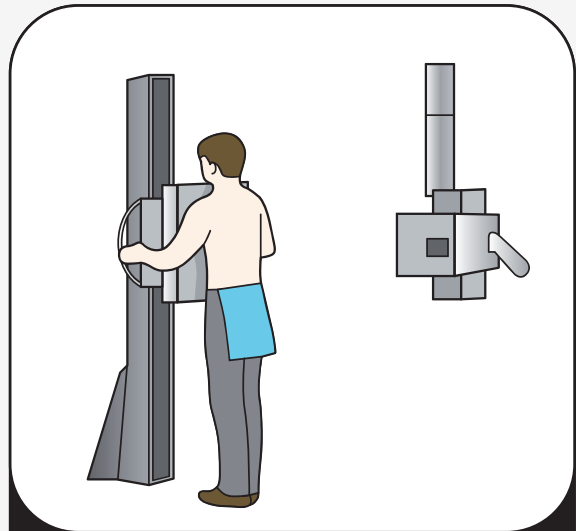
X Ray



Sitting



Lying down



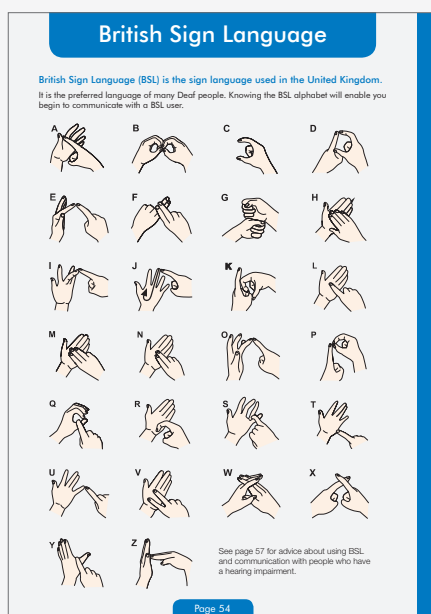
Standing up



Communication tools



This section can help patients communicate, and staff understand people's needs.



This section has useful images like clocks, letters and alphabets.

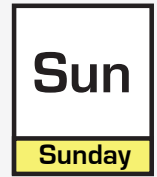
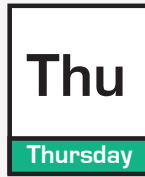
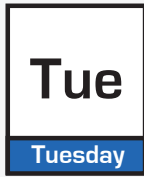
There are pages explaining the needs of a wide range of people:

- people who use alternative communication methods, people with learning disabilities and people with autism.
- people with visual impairments, people with a hearing impairment and people who are Deafblind.

There is also a page to help with discharge.

The last page in this section can help staff to explain when a patient will be going home. There is also a link to our free to use Easy Read 'Getting Ready To Leave Hospital' booklet.

Days and dates



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Letters and times

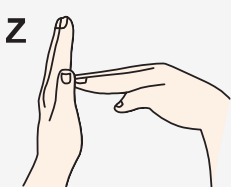
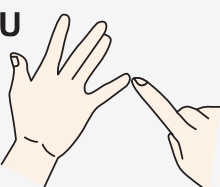
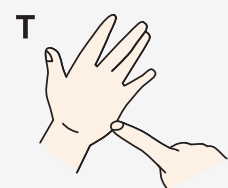
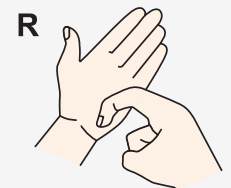
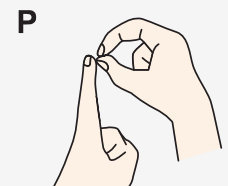
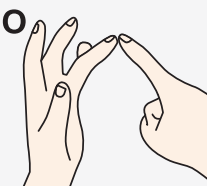
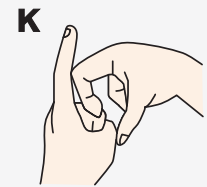
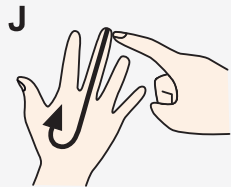
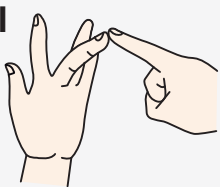
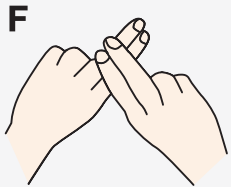
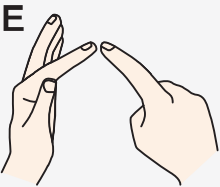
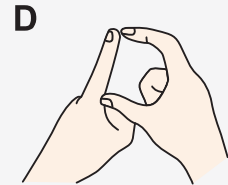
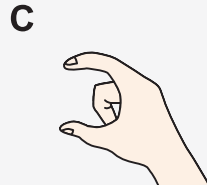
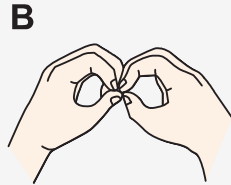
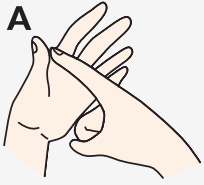
A B C D E F G H I
J K L M N O P Q R
S T U V W X Y Z



British Sign Language

British Sign Language (BSL) is the sign language used in the United Kingdom.

It is the preferred language of many Deaf people. Knowing the BSL alphabet will enable you begin to communicate with a BSL user.



See page 57 for advice about using BSL and communication with people who have a hearing impairment.

Communication tips

This book will help people with a wide range of needs to communicate during their stay or visit to hospital.

Care passports are another valuable communication tool. See page 4 for information about these.



Using objects



The more visual you make choices and explanations the easier it is for many people to understand. Objects are more real than images.

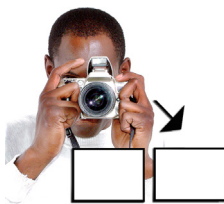
Try showing a person the equipment you are planning to use, and use gestures to show what will happen.

Easy Read information



Easy Read information uses easy words, large print and pictures to explain complicated information. People with learning disabilities and many other people find Easy Read information helpful. There are some examples on page 4. You can find lots of Easy Read information on the Easy Health website. Go to: www.easyhealth.org.uk

Social stories



A social story is usually written for one person. It tells the story of their visit to hospital step by step. A social story can help people to predict what will happen next so they don't feel so worried. Acute liaison nurses and speech and language therapists can write social stories using photos of the hospital ward and staff. Find out more at www.thegraycenter.org

Signing and symbol systems



Many people with learning disabilities use Makaton. Makaton uses signs, symbols and speech. Find out more at www.makaton.org

Some people may have their own picture communication system. There are many different kinds and they may be in electronic form, a board or laminated images kept in a folder. People are likely to have a supporter who can help explain their communication system to you.

See page 4 for more information about our online Easy Pics imagebank.

This has illustrations from this book as well as many other images you can use.

Communication tips

Some people use other communication methods instead of, or to support their speech.

These include using Makaton, British Sign Language, photos, symbols and electronic communicators.

People may have a 'communication passport' - this is a booklet that explains how they communicate.



Things to remember:

- Use normal volume, intonation, grammar and gesture - don't shout.
- Use everyday words, speak slowly and clearly - keep eye contact.
- Notice the person's voice tone, gestures, facial expressions, body language and pointing.
- Use closed questions so people can give yes and no answers. Use the yes/no images.
- Give the person time to communicate - they may take a while to process information.
- Don't interrupt or finish sentences for people.
- Try saying things a different way if you are not understood - do not give up.
- A person may have a supporter who can help you to communicate with them.
- People are most likely to need to communicate about basic needs like food, drink, toilet etc.

People with learning disabilities

Some people with learning disabilities are very independent, others need a lot of day to day support.

Some people with learning disabilities can find it hard to communicate verbally, and may have difficulty understanding complex ideas.



Things to remember:

- Talk directly to the person, their supporter will often help them understand you.
- Explain things in short 'one idea' sentences. Help the person stay calm by reassuring them.
- Avoid jargon - use everyday words.
- Check you have understood what the person is saying to you and that they understand you.
- Give the person time to understand what you are saying and to ask questions.
- Use the pictures in this book, and most of the points in the section above will be helpful too.

Communication tips

People with a visual impairment

People experience varying levels of sight loss.



Things to remember:

- Ask the person to tell you what they can or cannot see.
- Speak in your normal voice.
- Do not shout.
- Say your name and who you are, even if you have only been away for a short time.
- Explain what is going to happen. Keep the person informed.
- Be careful not to use visual references such as 'we need to go in through the green door'.
- Be aware that the images in this book may not be useful to use.
- Tell people about things like trip hazards that they may not see clearly.
- See the information on page 58 for tips on guiding people.

People with a hearing impairment

People experience varying levels of hearing loss.



Things to remember:

- Face the person when speaking.
- Some people lip read. Don't obscure your mouth.
- Use everyday words, avoid slang and jargon.
- Speak clearly, but do not shout.
- Use facial expressions and hand gestures as visual clues, but do not exaggerate.
- Check that you have been understood and repeat or rephrase if necessary.
- Sign the first letter of key words when speaking. See page 54 for these. This helps the person to distinguish between words when lip reading.
- It may help to use the words and images in this book.
- Always check the person is happy to use pictures.

Communication tips

People who are deafblind

Deafblind people have combined sight and hearing loss.



Things to remember:

- Most deafblind people have some hearing and/or some sight. They may be able to tell you about their needs.
- Ask the person how they wish you to communicate with them.
- If they have a supporter they will help the person communicate with you.
- Give people time to understand what's happening.
- Let the person know that you are communicating with them by gently touching their hand.
- Always give people clues that you are about to do something. Use physical objects if possible.

Guiding people

Don't assume a person with a visual impairment wants to be guided.



Things to remember:

- Offer support but let the person tell you what help they want.
- Offer your arm and guide their hand to your elbow and say the direction you are going.
- The person may walk slightly behind you to help them judge obstacles.
- Tell the person about obstacles such as stairs, kerbs and other people.
- When you have reached where you are going describe the layout to the person.

People with an Autistic Spectrum Condition



Things to remember:

- The person may find eye contact uncomfortable and may not like physical contact.
- The person may answer questions very literally. For example if asked 'Can you turn over?' the person may simply reply 'yes' rather than understand you want them to do the action.
- The person may be very sensitive to, and sometimes distressed by noises, smells and lights.
- The person may be anxious and behave unusually. Always tell them what will happen next.

Going home



Home

Mon

Monday

Tue

Tuesday

Wed

Wednesday

Thu

Thursday

Fri

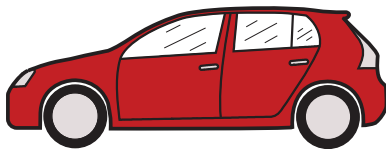
Friday

Sat

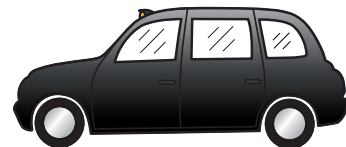
Saturday

Sun

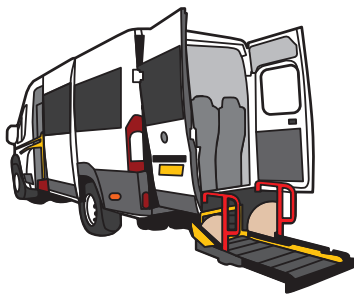
Sunday



Car



Taxi



Patient transport



Discharge lounge

You can download and use our Easy Read 'Getting Ready To Go Home From Hospital' booklet. It has lots of useful information including a countdown calendar.

Go to: www.surreyhealthaction.org to find out more.

The Hospital Communication Book was developed by The Clear Communication People Ltd. Version 3 - March 2014.

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To download a copy of the book please go to:

www.communicationpeople.co.uk

We are keen that as many people as possible benefit from the contents of the book. This is why we allow people to download and print copies.

Unfortunately we are no longer able to supply printed copies.

This version, developed in 2013, includes over 300 new full colour illustrations and has been funded, designed and produced by The Clear Communication People Ltd.

The original Hospital Communication Book was developed with support from the Learning Disability Partnership Board in Surrey.

Version 3 developed by Mike Leat in partnership with our user consultants - Michael Beale, Nicola Cooke & Sarah Denny and Sarah Lalljee RGN/RNLD an experienced Hospital Liaison Nurse.

Illustrations created by Jaden Cole and Lara De Jäger.

The Hospital Communication Book is intended as a aid to support health professionals in their work.

The Clear Communication People Ltd take no responsibility for medical diagnosis, advice and treatment given in conjunction with the use of this book.

- Easy Pics imagebank © The Clear Communication People Ltd
- Some photosymbols used - go to www.photosymbols.com