

Case Study Template for the Total Communication Programme.

Date	Name of Service User				Facility			
1. Triple C Communication Skills Profile for this person (circle the number)	1	2	3	4	5	6	6+	
2. Support Needs of this person in IDEA facilities (pen portrait, using information from Individual Files and Facility staff)								
3. How was this person expected to benefit from the TC programme? (Seek opinions from service user, staff and family)								
4. Describe how this programme was implemented for this person: (Seek information from Facility Plans, service user, staff and family including dates to track this process)						Who were the people involved at each step?		

<p>5. List the communication strategies put in place in IDEA facilities for this person: (From Facility Plans)</p>	<p>Note where these are seen being used & <u>not</u> being used</p>	<p>Note response to the strategy (passive, responds, responds appropriately)</p>
<p>6. To what extent did the Facility Plan meet the needs of this person?</p>	<p>(Seek opinions from service user, staff and family)</p>	
<p>7. How did TC get incorporated into this person's Personal Plan?</p>	<p>(Give examples from Personal Plan)</p>	
<p>8. How do these strategies give this person more reason to communicate and greater opportunity to make decisions about their lives? (Seek examples from service user, staff and family)</p>		
<p>9. How do the Total Communication strategies help this person understand more about their world? (Seek examples from service user, staff and family of use of key signs, simple language and simple information about what staff are on, changes in routine, activities, meals or outings)</p>		

10. How do they help this person have more people to communicate with? (Seek examples from service user, staff and family of more choices, more opportunities to interact with people both inside and outside IDEA facilities)

11. How do the strategies help this person have more reasons to communicate and more things to communicate about? (Seek examples like diaries, chat books, etc, from service user, staff and family)

12. Have the outcomes of the programme been met for this person? (Seek opinions from service user, staff and family and probe for both intended and unintended outcomes such as change in BSS referrals or reported incidents, etc)

13. How do you believe this programme might best be sustained? (Seek opinions from service user, staff and family)

17. Other relevant comments (continue over page if necessary)