



Integrated Treatment Services has experience in providing high quality speech and language therapy support into residential and day care settings. Our therapists have experience of working with children, adolescents and young people with communication difficulties and additional learning difficulties such as

- Autistic Spectrum Disorder
- Down syndrome
- Cerebral Palsy
- Sensory Impairments – Visual, Auditory and tactile
- Challenging behaviour and associated diagnoses
- Augmentative and Alternative Communication needs
- Eating and drinking needs

We recognise the importance of coaching staff to enable them to:

- Identify the strengths and needs of each client
- Identify a preferred communication style
- Recognise the need for daily communication opportunities
- Evaluate the need for additional communication methods
- Take a holistic view of the client, accounting for all the settings they are part of
- Observe, record and evaluate presenting behaviours

Lee - A Success Story

LEE WAS A 19-YEAR OLD MAN who presented with an Autistic Spectrum Disorder and associated challenging behaviour. Lee had no apparent way of communicating his needs other than taking staff by the hand or attempting to get things for himself.

On many occasions Lee was observed to become particularly frustrated when he was not able to indicate his wishes. This frustration was evident through physical damage to property within his house as well as to himself. Lee was highly motivated by watching videos and would attempt to dismantle the video cupboard in frustration to find what he wanted.

When ITS became involved with Lee, it quickly became apparent that he had some excellent communication strengths and was motivated to get his needs met.

Lee demonstrated ability to recognise photos, symbols and written words. After spending time identifying with staff, if Lee could read with real understanding, we confirmed that written words were Lee's preferred communication method.



ITS therapists are experienced and aware of the requirements of Care Standards and OFSTED and can work positively with staff and management groups to:

- Link client's targets across the care and educational settings, to include communication and behaviour
- Facilitate consistent recording methods for all communication and behaviour targets
- Measure progress against targets and provide useful feedback.
- Evaluate positive communication environments and advise in the development of new layouts.

ITS therapists might work alongside staff to identify and develop effective communication through:

- Sequencing daily routines through a visual timetable
- Choosing snacks and drinks independently with visual systems or with objects of reference
- Independent choice making for indoor and off-site activities
- Understanding visits and appointments
- Understanding social activities better
- Supporting successful visits between the client's family and residential home
- Developing a range of on site activities which stimulate and motivate the client and that are accessible
- Developing independent skills to prepare meals and drinks

ITS can present settings or Commissioners with a personalised set of communication support packages. These packages identify a level of support appropriate to each client. They would usually include:

- Direct contact with the client alongside their care/education staff for identified hours each month
- Delivery of personalised training around the clients needs with repeat sessions where required
- Development and recording of individual and environmental communication targets with staff
- Attendance at Care and Education reviews
- Access to the therapist for offsite activities including, access to social activities
- Planning meetings with key staff across care and education
- Provision of communication reports across the year

Very quickly a drink and snack choice board was set up and Lee learnt to communicate his choice by taking the written word off the choice board to give to staff.

Lee still became very frustrated in waiting for staff to find his preferred video choice. We therefore introduced a WAIT card. Lee identified his preferred video which staff then placed on his wait card. Holding the wait card gave Lee a positive focus whilst staff located the video. Very few escalations in behaviour occurred from that point and Lee now is able to make his needs known across a range of settings.

It is incredible to think that Lee has gone through a quarter of his life without others recognising his skills. Success stories such as Lee's are not in isolation - every day young people with learning disabilities are often having choices made for them, because they are perceived to be unable to communicate effectively themselves.

By working with staff and family that know the clients well, ITS therapists believe that doors can be opened by staff to reveal new abilities in all clients.



Each package provides a breakdown of services, allowing purchasers to track the level of provision across the year.

It is therefore possible for the residential setting to confidently include the cost of the communication package within their fees with clear justification or we are happy to form an agreement directly to the purchaser of a client's placement.

ITS development managers will be able to discuss your setting/departments needs in more detail and identify a range of communication packages to suit your client's needs. Please contact the service for a complimentary consultation at your convenience.

“We have found them to be highly professional and responsive to working in a multi-disciplinary environment.”

CM, Staffordshire

