



GOAL!

Creating a resource to facilitate client input to goal setting

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Introduction to ACT

- ACT = Access to Communication & Technology
- West Midlands Regional NHS Tertiary Assistive Technology Service: all ages and all conditions
- Staff: OT, SLT, Clinical Scientists, Workshop Team, Administrators: about 20+ people
- Other teams in UK are similar but each is unique
- ACT is funded to assess for and provide equipment – AAC, EC and some PC access

Goal Setting in ACT

- Goals discussed at time of referral and on Care Pathway documentation
- ACT = Tertiary service – how to agree goals
- Whose goals are they?
 - ACT
 - Local professional
 - Family
 - Client

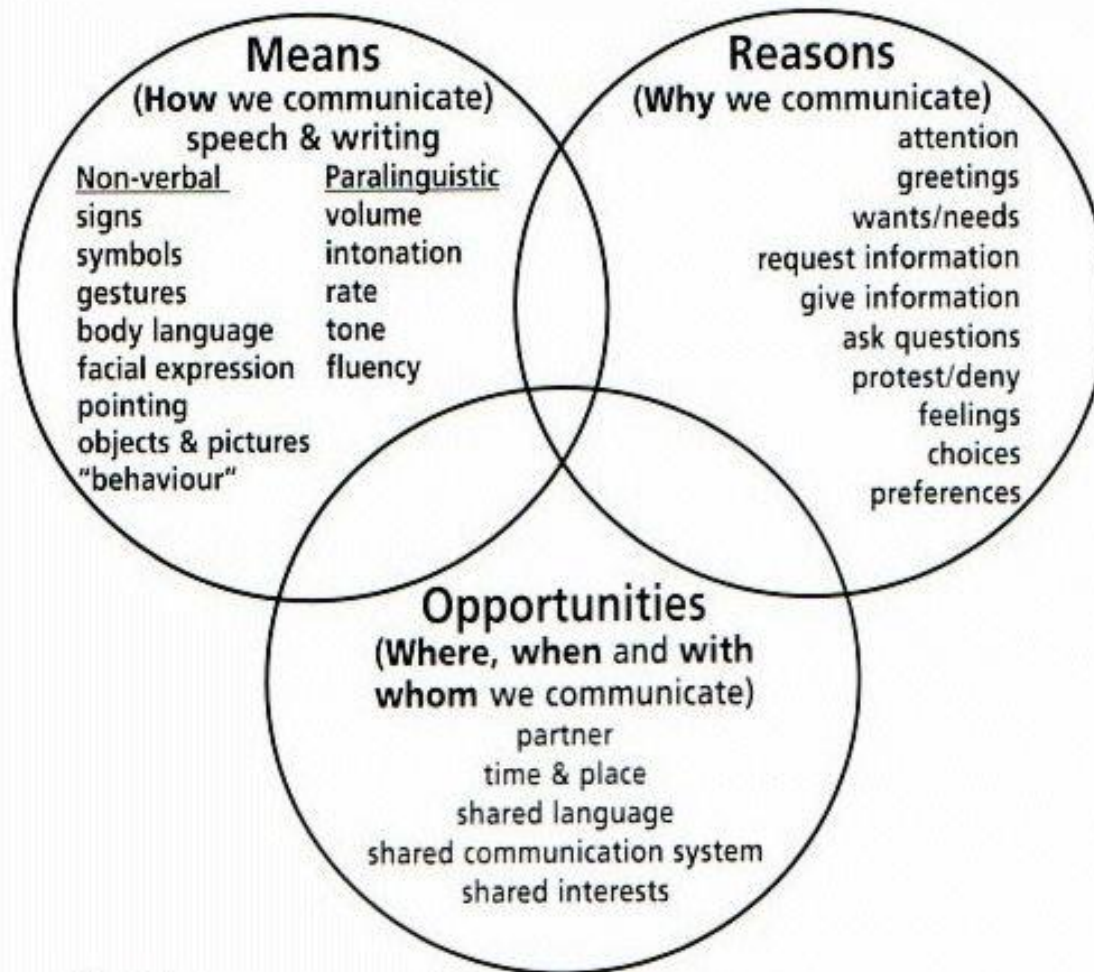
“There is always a danger of ‘putting words into their mouths’ when it comes to interviewing people with learning disabilities” (Brewster 2004)



Claire Hayward - Masters Research: Client centeredness in ACT assessment process

- OTs cite impaired cognition and communication as being two of the most problematic barriers to barriers to client-centred practice (CCP) (Maitra & Erway 2006)
- Choice = key determinant in CCP (Rebeiro 2000; Sumsion & Law 2002)
- Choice and consumerism - how important is choice, which choices are most important and meaningful for our client group?
- Listening to clients – using video or observation rather than direct questioning
- Who is best placed? Enabling local teams through resources
- Using symbol-based supports during an assessment to support spoken exchanges
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Means, Reasons, Opportunities



Bulpitt (1989)

Figure 1
Means, Reasons and Opportunities: The original model

Mapping to West Midlands AAC Care Pathway

- Means
 - HOW the client communicates
 - Modes of Communication
- Reasons
 - WHY the client communicates
 - Use of Communication
- Opportunities
 - WHERE, WHEN, with WHOM
 - AAC Environments

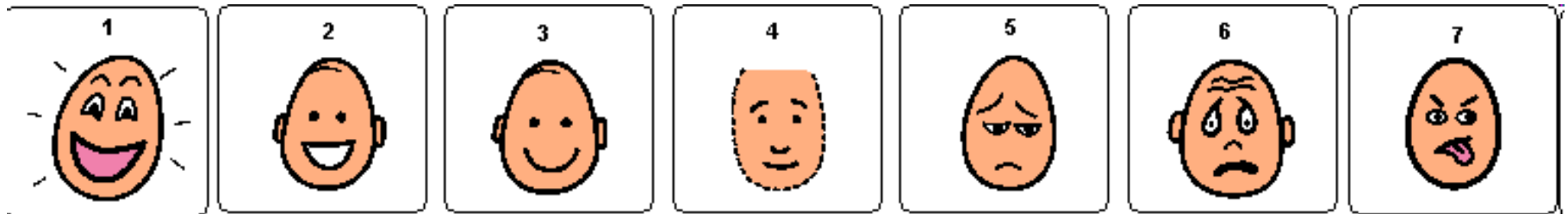
Based on principles of Talking Mats

“A low tech framework to help people with severe communication difficulties express their views”
(Murphy 1997)

- At least 2-3 word comprehension
- Interactive visual framework using picture symbols as supports
 - Topics (subject matter – communication)
 - Options (within the topic)
 - Visual Scale (rating)

Visual Analogue Scale

- Measurement instrument
- To measure a characteristic or value
- Ranging across a continuum of values
- 7 point VAS using symbols

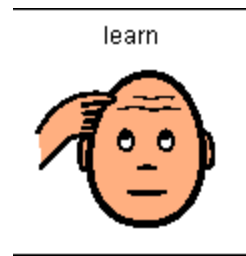
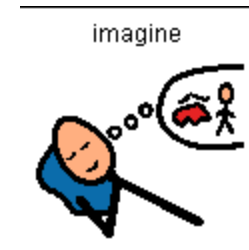
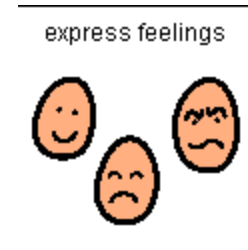
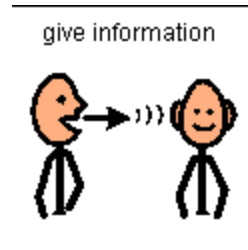
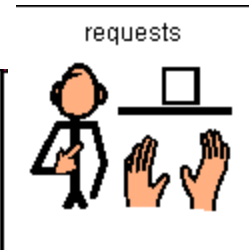
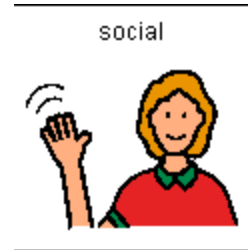


So what did we do?

- Merged all these approaches together
- Created a 7 point Visual Analogue Scale using symbols
- Symbols for Reasons
 - Halliday (and other) language functions
- Symbols for Opportunities
 - People
 - Settings
- Pilot
- Manual for implementation (under development)



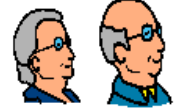




Reasons

- Get attention
- Requests
- Refuse / control others
- Social
- Give information
- Question
- Express feelings
- Repair misunderstandings
- Imagine / be creative
- Learn




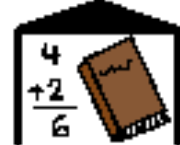






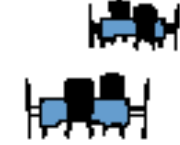






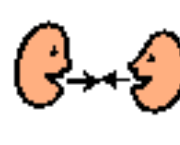
Opportunities - People

- Parents
- Children
- Brother
- Sister
- Grandparents
- Friends
- Teacher
- Carer
- Keyworker
- Speech & Language Therapist
- Occupational Therapist
- Physiotherapist
- Doctor
- Nurse
- Neighbours
- Strangers

parents 	children 	sister 	brother 
grandparents 	friends 	neighbours 	
teacher 	key worker 	doctor 	nurse 
carer 	speech therapist 	physiotherapist 	occupational therapy 
strangers 			

Opportunities - Settings

- Home
- School / College
- Day centre
- GP / Hospital
- Shops
- Respite
- Restaurant
- Bank
- Pub
- Hairdressers
- Place of worship
- Telephone
- Group
- Meetings
- 1:1 conversation

home 	school 	day centre 	doctor / hospital 
respite 	college 		
shops 	place of worship 	restaurant 	bank 
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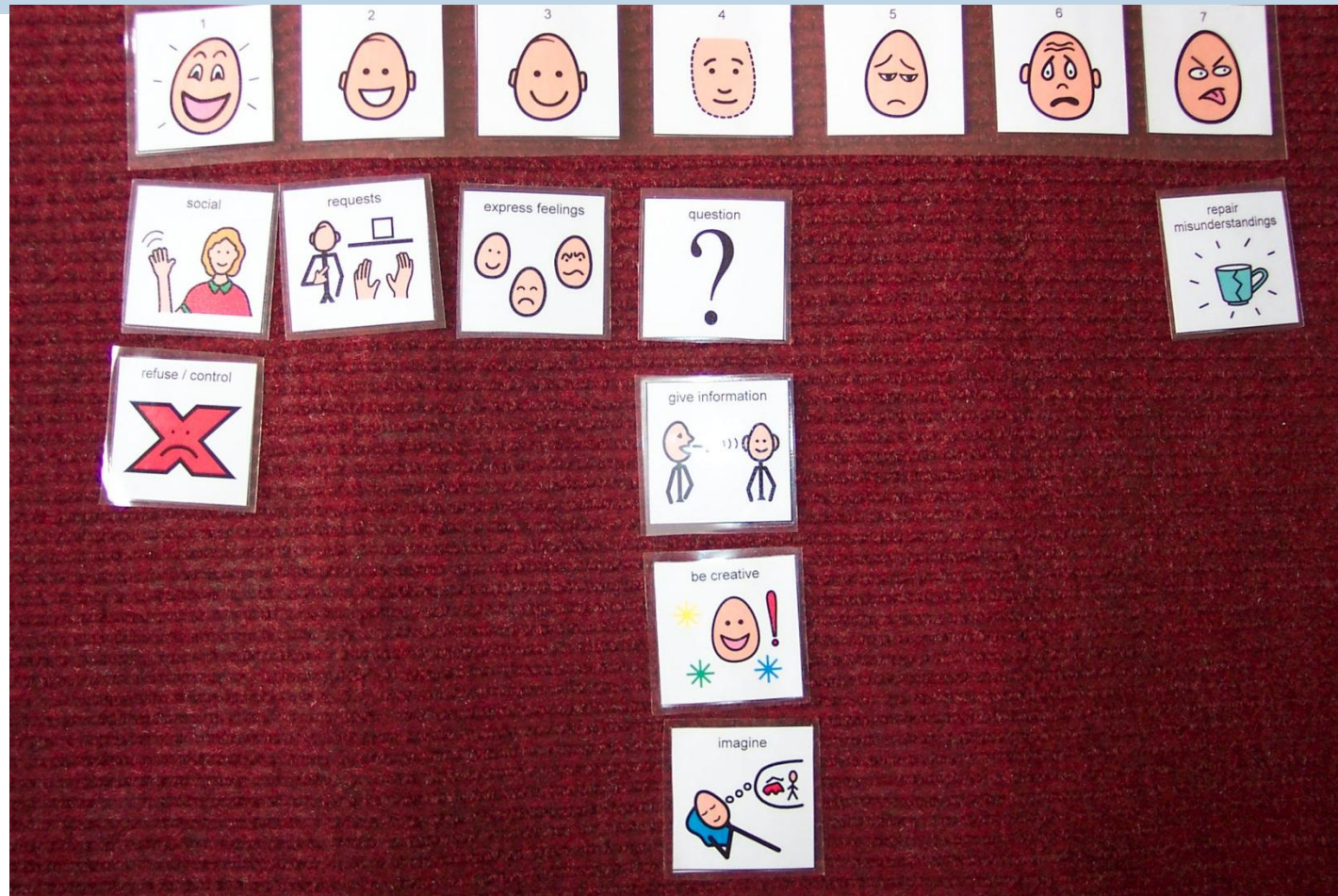
Implementation

- New referrals – ‘Goals’ section on West Midlands AAC Care Pathway and telephone referral system
- Children and adults with at least 2-3 key word understanding, including people with intact literacy
- People with “longer term and personal involvement” should administer (Lewis 2002)
 - E.g. SLT, carer
- ACT Outreach project?
- Reviewed following ACT intervention

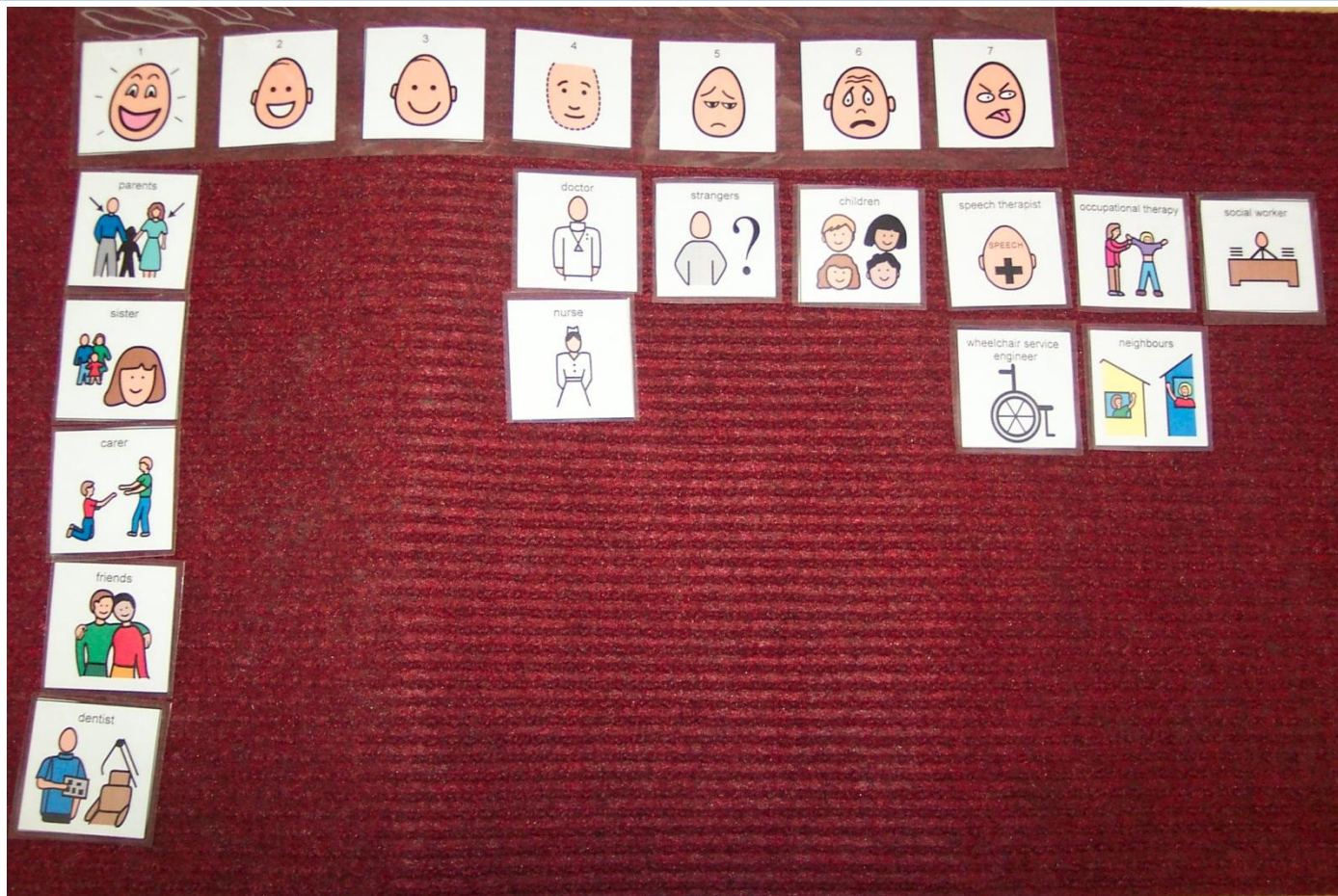
Pilot

- Expert users
- Extending to new referrals and clients already known to ACT but at early stage in the assessment process
- ?Outreach project

Reasons



Opportunities - People



Opportunities - Settings



Expert user comments

- “I love the idea... because everyone get to know what I am thinking”
- Carer - “It’s been a little bit of an eye opener... I’ve been with him a long time and it’s shown areas we need to work on... very informative – more so than I thought it was going to be”
- Carer – “When you see where he’s putting those symbols on the board, you see it from his perspective, his difficulties and how we might overcome them”

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Questions??

