

## Patient information

# Supported conversation – what it is and how to do it ....

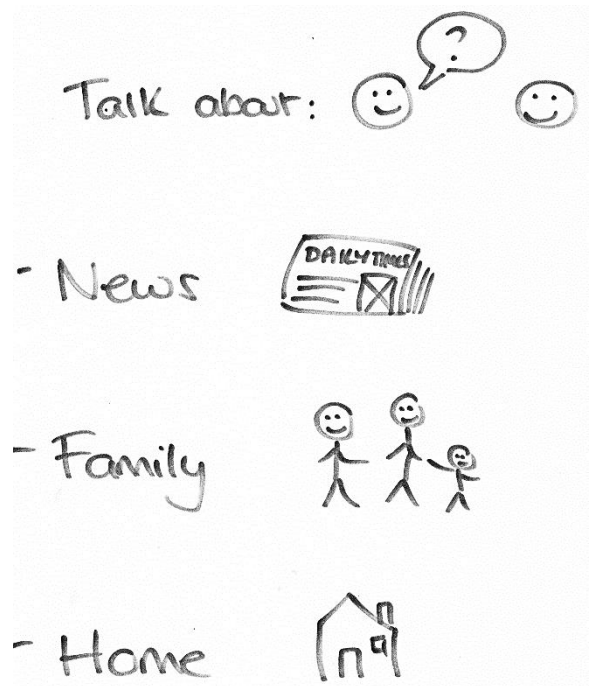
Supported conversation is a technique using written key words, hand drawn sketches, photos, maps, magazines, or objects. It helps someone to participate in conversation by understanding what is said and expressing their opinions or choices.

### What you need

- a **pen** and **lots of paper**
- **patience** and **time**
- any other **resources** that may be of interest e.g. **magazines, newspapers, photos, maps**

### Tips

- **Reduce distractions**, use a quiet space, face to face
- **Keep it simple** – try not to keep changing topic
- **Write key words** as you go
- Try **hand-drawn sketches** alongside written words
- Use **photos, gesture, objects, and facial expression**
- **Don't pretend to understand** if you have not
- **Check responses** and **recap the conversation**



## If they are able, encourage them to:

- **Make choices** by **pointing** or showing a **yes / no**
- **Write**
- **Speak or read aloud**
- Use **facial expression, drawing or gesture**
- Remember **conversation is two-way** .....

## Don't

- **Interrupt**
- **Try to second guess** what they want to say, unless they have indicated they want your help
- **Give up** if the message is important, find out if they want to carry on trying or come back to it
- **Patronise**
- **Worry**, sometimes it will be more successful than others, what's most important is that you've tried



If you want to do a **joint session** with a member of the **Speech and Language Therapy team** and your relative/friend, please just **call** to discuss on **(01284) 713303** and we will aim to find a mutually convenient time.

*If you would like any information regarding access to the West Suffolk Hospital and its facilities please visit the website for AccessAble (the new name for DisabledGo)*

<https://www.accessable.co.uk/organisations/west-suffolk-nhs-foundation-trust>

