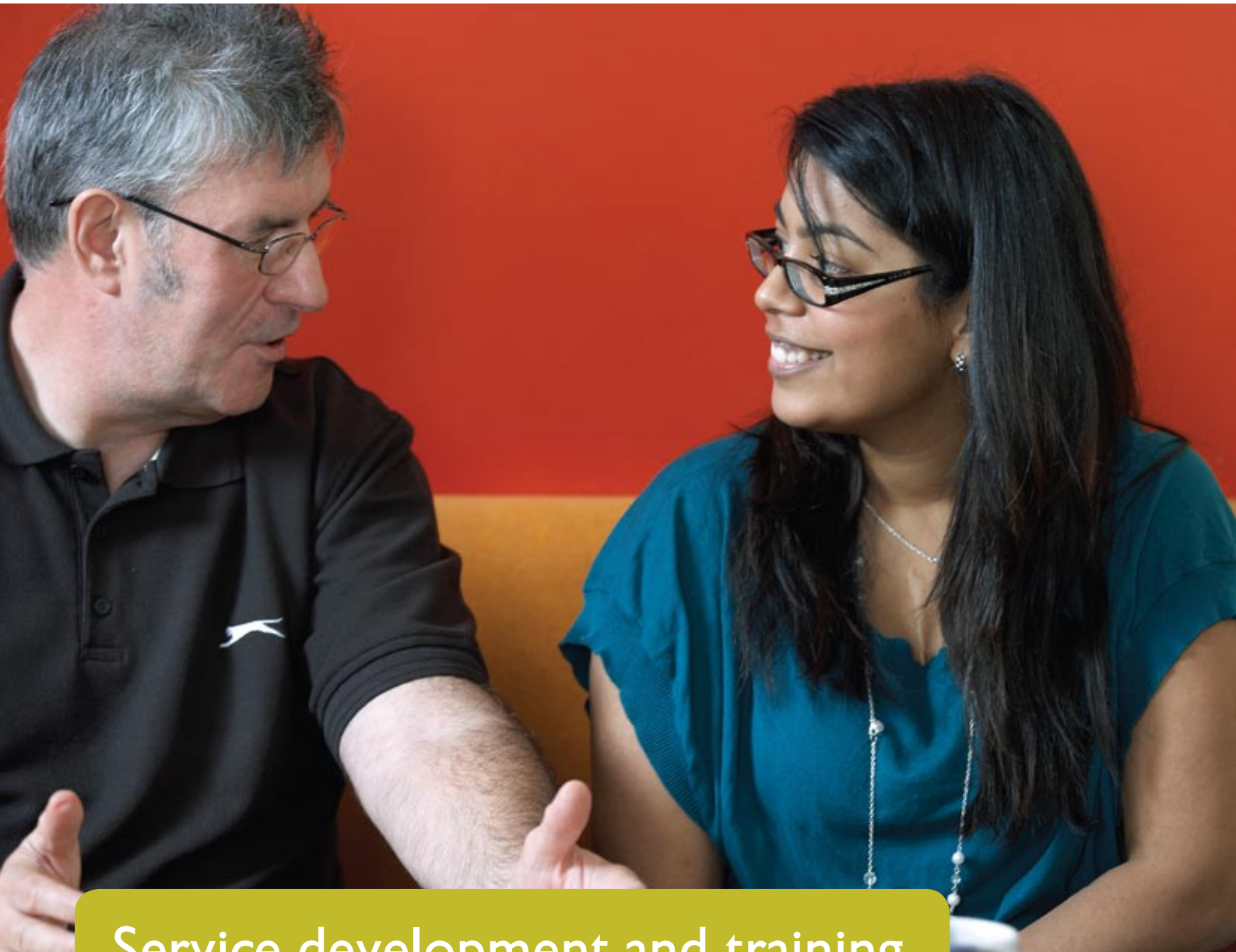


**connect**

the communication disability network



## Service development and training

**Giving people with aphasia  
the services they need and want**

Connect is a charity for people living with aphasia.

We work with and support health and social care workers to develop and deliver the best possible services for people with aphasia. People with aphasia are involved and consulted at every stage, so we have a model of service provision that people with aphasia need and want.

### Five reasons to choose Connect

- All services and training are developed with and by people with aphasia
- We are the leading provider of specialist training
- Our trainers and consultants have a wealth of experience and expertise
- Our training is grounded in up-to-date policy, practice and research
- We are flexible, so talk to us about your needs.

### Who should choose us?

Everyone working with people with aphasia. Whether you are involved in front-line services or are responsible for redesigning your 'life after stroke' services, we can support you to develop person-centred service options.

**“No other service provides such a person-centred approach.”**

Healthcare professional



## Peer-led services

*I am Donna. I have aphasia. Talking, reading and writing are hard for me but Manchester Stroke Network enabled me to get involved in shaping services and training health workers about aphasia. I feel like I have really made a difference for others and for myself.*



### Conversation groups

#### Led by people with aphasia

- Long-term support and engagement for leaders and participants
- Increased confidence and self-esteem through meaningful activity
- A cost-effective service, without the need for a health professional lead
- A fun, sociable activity that people with aphasia can connect with.

**“Slower pace... able to follow better, speaking out better, confidence all the time.”**

Person with aphasia

## Peer-led services (continued)

### Conversation partner scheme

Trained volunteers visit people with aphasia in their homes

- People with aphasia re-connect with life
- Reaches people who can't access other services
- Offers an extension to your current service.



“Having this scheme is an invaluable addition to our service.”

Healthcare professional

## Befriending

*I am Kay. I have aphasia. If it wasn't for befriending I'd be back home in my wheelchair. It's given me hope. Now I am learning to be a befriender to help others.*



An experienced person with aphasia visits another person with aphasia to offer support, encouragement and advice about the 'aphasia journey'.

- Increase motivation and purpose
- Develop a new role in life
- Each gain confidence – and a friend!



**“My befriender saved my life. I was doing nothing. I couldn't see a future. I can now!”**

Person with aphasia

## Peer-led services (continued)

*I am Nigel. I have aphasia. I joined a 'hub', working with providers to develop services that people with aphasia need and want. We have moved from being victims to people who have regained control over our lives. For me it was a lifeline.*



### Hubs

- A hub is a group of active citizens with aphasia who help to develop services for people with aphasia in your area.

### Drop in

- An informal session where people with aphasia can meet others, exchange ideas and have fun!

### Volunteering

- Support people with aphasia to volunteer and provide a stepping stone for getting back to work.



**“Human beings, with a purpose to be.”**

Person with aphasia

## How we can help you

Our approach is flexible. We listen to your needs and offer a service option to suit you.

For example, we can train your staff to run any of our services **or** we can run the service for you.

We also offer specially adapted training, consultancy support and resources. Get in touch to discuss your needs.



## Communication skills – listen, learn and engage

Make your service more accessible to people with aphasia and create a better experience for you and your client.

- Create an accessible environment
- Make your interactions effective
- Produce clear and easy to read documents
- Learn how to cascade the training to the rest of your staff in both health and social care.

**“It’s such a brilliant framework and a bullet proof toolkit. People can’t fail to get it... and the philosophy underneath.”**

Deborah Slate, Dorset Stroke Network

94% of participants changed their practice and the service they offer to people with aphasia



## Develop your communication skills and make a difference

Learn how to have better conversations and interactions with people with aphasia. Includes a practical session where you receive feedback on your communication skills from a person with aphasia.

- Feel confident that you are involving your client fully in their own care
- Gain skills and techniques to improve the effectiveness of your communication.

BUPA Foundation  
Communication  
award winner

98% of participants gained new  
techniques and practical tips to  
communicate effectively with people  
with communication disability

## Learn from the real experts – people with aphasia themselves!

Develop your own team of people with aphasia who will support you to cascade communication skills training more widely. Your 'team' will then be a source of expertise to offer advice and support on living with aphasia and on your own service development.

- Experts with aphasia in your area are trained by Connect to give feedback on the communication skills of your workforce
- These communication skills experts can help you cascade the training to your staff and volunteers
- Gain a resource – expert people with aphasia who can support and train others at training and information events.

## Communication skills (continued)

### The Good Goal Setting Guide

#### Person-centred planning for multi-disciplinary teams

Learn how to listen and deliver what people with aphasia really want to achieve.

- Gain a new appreciation of a client-focused approach to goal-setting
- Bring teams from across disciplines together, synchronise your strategies and learn how to involve the person with aphasia in their own care.



**“Hugely inspiring, I feel empowered to make positive changes.”**

Healthcare professional

## Information and resources

Connect has a range of aphasia-friendly information; for people with aphasia, their families and friends and those who work with them.

Our publications for people with aphasia have been developed from the personal experiences of people with aphasia and their relatives. They provide practical advice, sensible tips and reassurance, presented in an accessible format.

We also offer resources to support you in gaining feedback from people with aphasia and aphasia-friendly tools for your stroke ward.

Visit [www.ukconnect.org](http://www.ukconnect.org)

### **Our services, training and publications support the following Stroke Strategy Quality Markers:**

- 3 Information, advice and support
- 4 Involving individuals in shaping and delivering services
- 10 High quality specialist rehabilitation
- 11 End of Life Care
- 12 Seamless transfer of care
- 13 Long term care and support
- 15 Participation in community life
- 16 Return to work
- 19 Workforce development

Find out more about how we can help you with training and service development. Get in touch with our team – we can tailor packages of support to suit you and your budget.

Tel: 020 7367 0840 [beterservices@ukconnect.org](mailto:beterservices@ukconnect.org)

For more details about all of our services for health and social care professionals including new courses visit:

[www.ukconnect.org](http://www.ukconnect.org)



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Blog: [connectaphasia.wordpress.com](http://connectaphasia.wordpress.com)

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