



New Methods of Communication



Images in this success story are for illustration only and do not necessarily depict the actual client.

Background

Client M is able to verbally communicate but speaks quietly. She uses a lot of Makaton signing to back up her words.

When she first started at Oak Lodge, clients and some staff didn't know a lot of Makaton and therefore while she understood what was being said to her, some staff and clients were not able to completely understand what she was trying to communicate.

What We Did

Oak Lodge introduced daily Makaton sessions, encouraging clients and staff alike to learn a new word or letter each week.

At Christmas we learnt how to sign some Christmas songs, which clients and staff thoroughly enjoy and enabled everyone to join in with the spirit of Christmas.

Client Success

Since the Makaton sessions were introduced we have seen a huge increase in the amount of signing at Oak Lodge. This is especially so with Client M who, as a result, is visibly much happier and more confident signing with staff. We have also seen clients and staff who previously did not use Makaton signing competently with her.