

Effective and inclusive communication

	Practitioner	Team	Organisation
Communication tailored to individual needs and preferences	Use of inclusive communication aids and techniques, for example talking mats, teach back and chunk and check	Timely provision of information in accessible formats, including translation, interpretation and British Sign Language	Create a single place to record and view communication needs and preferences
People and teams feel safe and able to speak up	Use structured communication prompts to support speaking up, for example CUS or PACE	Reliably introduce new members of the team, including temporary staff	Opportunities to seek, understand and act to safety concerns in real time, for example site safety huddles
Team communication and collaboration	Structured communication tool, for example SBARD	Regular opportunities to pause, prioritise and adapt, for example unit safety huddle or safety pause	Enable joint problem solving across teams and boundaries