Adults Quick Guide

Current Communication Needs

To comply with the **Accessible Information Standard**, the person's information and communication needs must be recorded in Mosaic. These needs are recorded in **Current communication needs** on the **Person summary** screen of a person's record.

> In cases where the **'A: Accessible Information' Note** type has already been recorded this will need to be ended and the information recorded in **'Current communication needs'** instead**.**

If there are no recorded needs, the **Current communication needs** section will still appear advising *'No current communication needs recorded'.*

Current communication needs must only be used to record communication support needs identified as a result of a disability, impairment, sensory loss or when information needs to be provided in alternative formats.

Any communication support need identified for a parent or carer should be recorded in **Current communications needs** on the parent/carer's record.

You should always check the existing information recorded within **Current communication needs** when first accessing a person's record to ensure you are aware of any identified information and communication support needs.

> If new information and communication needs are identified, you are required to end the existing need(s) (where appropriate) and record new ones.

After recording the information and communication support need, you should carry out your usual Adult Care activity to ensure the need is met, and the information is shared with other relevant professionals as required.

Recording Current Communication Needs

To record a current communication need,

- Click the **Add** button in the **Current communication needs** section.

The **Add communication need** form appears in a popup window.

To record the need, complete the following fields:

- **From*** = The date you were made aware of the communication need

- **Category*** = The type of communication need

All **four** categories should be considered when updating the person's record (see Categories and Sub-Categories Table for full details):

- **Communication support** (Does the person need support with communication e.g. hearing aid, sign language, lipspeaker)
- **Requires communication professional** (Does the person need a professional to help them communicate e.g. specific interpreter, advocate or note taker)
- **Requires specific contact method** (Does the person need to be contacted in a specific way e.g. email, letter, telephone or via their carer)
- **Requires specific information format** (Does the person need information to be provided in a specific format e.g. email, easyread, verbally or a specific size and type of font)

> If no information or communication needs are identified, you need to select the category, "**No information and communication needs**".

- **Sub-category** = Select the specific communication need from the dropdown menu (see Categories and Sub-Categories Table for full details of the sub-categories available for each category)

- **End** = the date the communication need was no longer relevant. This should only be completed when ending a need.

Once recorded, you can then click one of the following buttons:

- **Add** button = To add this need and then add another one
- **Add and close** button = To add this need and then close the form
- **Cancel** button = To cancel any changes and close the form

> Additional notes regarding communication support needs should be recorded using the **'B: Communication Needs'** note type from the **Person details > Notes** extended sidebar menu.
>
> This note type should only be used for recording supplementary information and is not to be used instead of **Current communication needs**

Editing and Ending Current Communication Needs

If you need to edit **Current communication needs** to correct information you must click the **Edit** hyperlink next to the relevant need.

The **Edit** hyperlink should also be used to end any **Current communication needs.**

This will display the **Edit communication need** form in a popup window.

This window allows you to modify the **Category** or **Sub-category** if they were recorded incorrectly.

By adding a date in the **End** field, the communication need will end when you save.

To save the updated information, click the **Update** button or to cancel changes, click the **Cancel** button.

To view historic (ended) information and communication needs, click the **History** button in the **Current communication needs** section. This will display the information in a new window in a table format.

Categories and Sub-Categories Table

Communication support	Requires communication professional	Requires specific contact method	Requires specific information format
Does lip read	British Sign Language interpreter needed	Requires audible alert	Requires healthcare information recording on personal audio recording device
Does use hearing aid	Hands-on signing interpreter needed	Requires contact by email	Requires information by email
Preferred method of communication: written	Makaton Sign Language interpreter needed	Requires contact by letter	Requires information in aphasia-accessible format
Requires aphasia-friendly communication	Needs an advocate	Requires contact by short message service text message	Requires information in contracted (Grade 2) Braille
Requires support for expressive communication needs	Requires deafblind block alphabet interpreter	Requires contact by telephone	Requires information in Easyread
Requires support for receptive communication needs	Requires deafblind communicator guide	Requires contact by text relay	Requires information in electronic audio format
Uses a citizen advocate	Requires deafblind haptic communication interpreter	Requires contact via carer	Requires information in electronic downloadable format
Uses a legal advocate	Requires deafblind manual alphabet interpreter	Requires tactile alert	Requires information in Makaton

Communication support	Requires communication professional	Requires specific contact method	Requires specific information format
Uses alternative communication skill	Requires lipspeaker	Requires visual alert	Requires information in Moon alphabet
Uses British sign language	Requires manual note taker		Requires information in uncontracted (Grade 1) Braille
Uses communication device	Requires sighted guide		Requires information on audio cassette tape
Uses cued speech transliterator	Requires speech and language therapist support to communicate		Requires information on compact disc
Uses deafblind intervener	Requires speech to text reporter		Requires information on digital versatile disc
Uses deafblind manual alphabet	Sign Support English interpreter needed		Requires information on USB mass storage device
Uses electronic note taker	Visual frame sign language interpreter needed		Requires information verbally
Uses gestures for communication			Requires third party to read out written information
Uses lipspeaker			Requires written information in at least 20 point sans serif font

Communication support	Requires communication professional	Requires specific contact method	Requires specific information format
Uses Makaton sign language			Requires written information in at least 24 point sans serif font
Uses manual note taker			Requires written information in at least 28 point sans serif font
Uses objects for communication			
Uses personal audio recording device to record information			
Uses personal communication passport			
Uses sign language			
Uses speech to text reporter			
Uses telecommunications device for the deaf			