

Domain B: Partnership Working and Communication with Older People , Families and Others			
Learning and Development opportunity/ Weblink	Brief Description	Type /Mode	Aimed at
REPORTS/GUIDANCE/ DOCUMENTS			
ID205688 Age UK Your hospital stay 05 25	Factsheet guide for older people to set out their expectations of hospital care	Factsheet	All
20180702_beyond_barriers.pdf	CQC: How older people move between health and social care in England. This document gives background evidence and sets out actions to improve the quality of the journey for older people who move between health and social care services	Guidance	All
NHS England Healthy Ageing 'What Works' Guide	(2017) NHSE Guidance for commissioners and providers re: What works: hearing loss and healthy ageing A guide for commissioners and providers of social and medical care for older people with hearing loss to help maintain health, wellbeing and independence	Guidance	All
NHS England » Accessible Information Standard – implementation guidance	NHSE Accessible Information Standards Guidance which directs and defines a specific, consistent	Guidance	All

	approach to identifying, recording, flagging, sharing and meeting the information and communication support needs of patients, service users, carers and parents, where those needs relate to a disability, impairment or sensory loss.		
shared-decision-making-summary-guide-v1.pdf	NHS England Shared Decision Making: A summary guide . This summary guide provides best practice guidance aimed at people leading local implementation of shared decision making (SDM)	Guidance	Health and Social Care Staff
Community Languages, Translation and Interpreting Services – National Voices	National Voices report – exploring measures which ensure marginalised communities in need of translation or interpretation services are able to access equitable care	Report	All
Preferred language when referring to older people in a health context British Geriatrics Society	British Geriatrics Society - list of preferred and non preferred terminology, compiled to help healthcare professionals,	Guidance	Healthcare staff but relevant for all

	academics and authors avoid language that might be problematic		
Working with families, friends and carers - A framework for adult social care employers	This framework sets out some good practice guidelines about what adult social care employers and their staff need to know and do to work effectively with people's families, friends and carers.	Framework	Social Care Staff and All
Fit for the future: 10 Year Health Plan for England - executive summary	The Governments plan to reform the NHS – reference to systems of care, people using the NHS, people working in the NHS.	Executive Summary	All
Human Rights Act 1998	Human Rights Act	Legislation	All
Someone to speak up for you (advocate) - Social care and support guide - NHS	NHS website guidance on advocacy across Health and Social Care	Guidance / Information	Public resource – suitable for all
WHO's work on the UN Decade of Healthy Ageing (2021-2030)	WHO guidance: decade of healthy ageing. The United Nations Decade of Healthy Ageing (2021- 2030) is a global collaboration, aligned with the last ten years of the Sustainable Development Goals, that brings together governments, civil society,	Guidance	All

	international agencies, professionals, academia, the media, and the private sector to improve the lives of older people, their families, and the communities in which they live		
Power of attorney – Setting up a lasting power of attorney (LPA) Age UK	This web resource from Age UK sets out the information in relation to power of attorney, the different type, and how it applies when an older Online resource Health & Social Care Staff person loses their capacity to be able to make informed decisions	Online Resource	Health and Social Care Staff
Dementia, sensory impairment and communicating Alzheimer's Society	Alzheimer's Society UK – online resources re: communication with patients with dementia and sensory difficulties, including verbal and non-verbal communication techniques	Online Resource	Health and Social Care Staff
The Care Needs Assessment Explained Age UK	Age UK - Information on care needs assessments and where people can seek support about their rights. Supports diversity of	Online Resource	All

	attitudes to accepting care services		
Assessing your needs Independent Age	Independent Age - Information on preparing to seek social care support	Online Resource	All
Essentials of realistic medicine Right Decisions	Principles of realistic medicine and supporting older people to truly be at the centre of their care	Online resource (also linked learning resources)	Health and Social Care Staff
The challenges of navigating the healthcare system - Care pathways - Patient Safety Learning - the hub	Lived experience, stories and blogs regarding navigating the healthcare system	Online resource	All
Social care and support guide - NHS	Social care and support guide - Information about navigating the social care system in England	Guidance	All
communication aids AbilityNet	Ability Net - Resource Hub linked to improving digital accessibility for all	Online Resource	All
Communication aids and augmentative and alternative communication (AAC) - Sense	Sense UK – communication resource hub	Online Resource	All
See What I See: Glaucoma Virtual Reality Experience	Glaucoma Simulation	Short Video	All
Overview Advocacy services for adults with health and social care needs Guidance NICE	NICE guidance – Advocacy services for adults with health and social care need	Guideline	All
https://www.nationalvoices.org.uk/publication/person-centred-care-2020/	In this position statement, Person centred care 2020, National Voices set out why	Report	All

	person-centred care must be the central ambition for the development of health and social care; involving the voluntary and community sector.		
https://www.nationalvoices.org.uk/worktheme/person-centred-care/	National Voices 'I statements' A set of narrative statements describing the way older people want high quality coordinated care to support them – includes feeling listened to	Publication	All
New Ageing Index Home Instead	This Home Instead 'Ageing Index' report gives a voice to the public on everything from how they feel about ageing and their concerns to how families feel about caring for loved ones. Good reference for diversity of attitudes towards care and support from an older person and family perspective	Report	All
ONLINE LEARNING & DEVELOPMENT RESOURCES			
Standard 6	Care Certificate Standard 6 - Communication	Learning Resource	All
How to care for someone with communication difficulties - Social care and support guide - NHS	Guidance on effective communication with people who	Learning resource	All

	may be living with a range of communication difficulties		
NHSE elfh Hub	Communicating with compassion. Handling difficult situations – caring for yourself and others with compassion	Learning resource module	Frontline, patient facing NHS colleagues
Communication access UK RCSLT	Partnership initiative to raise awareness and promote inclusivity for people living with communication disability. Range of information, links and resources.	Website and links	All

RESEARCH ARTICLES

182.-Understanding-and-supporting-older-peoples-transition-between-different-care-settings.pdf	Understanding and supporting older people's 'transition' between different care settings: co-production of practice guidance for social care practitioners	Summary Report	Social Care Staff – relevant to all
Report title	Improving Communication between health care professionals and patients in the NHS in England	Systematic Review Findings	Healthcare staff – relevant to all
British Journal of Community Nursing - Family dynamics and caring for older people	Within any family or friendship group, caring for an older person involves multiple negotiations with social and health services, but also	Journal Article	Nurses and all

	with other family members and friends. This article shares good practice guidance		
Quality communication can improve patient-centred health outcomes among older patients: a rapid review BMC Health Services Research Full Text	Effective communication - The link between effective communication and patient centred outcomes for older people	Journal Article	All
Factors Influencing Communication for Older Adults in Residential and Community Aged Care: A Scoping Review The Gerontologist Oxford Academic	Complex influencing factors affecting communication for older people across community and residential settings	Systematic review / Journal Article	All