



**APRIL COMPLETE CARE SOLUTIONS LTD  
(The “Company”)**

**Effective Communication Policy**

**April Complete Care Solutions Ltd**

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Issued – 9.11.16

## **POLICY STATEMENT**

Good and effective communication between staff, individuals & their families, and on-call Managers is essential to ensure the care provided is always of a high standard. This policy sets out how communication should take place within the organisation.

*“An effective communications strategy is vital for any organisation which strives to provide a high quality and consistent service to our Clients.”*

Amelia Jones

Registered Manager

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## **1. Purpose**

Communication takes on many forms and is fundamental to the success of any organisation. Communication is a key to the achievement of our aim of 'working together to enable excellence'. Communication is also critical in engaging our staff in the development of our organisation.

There are many channels of communication available to staff and many processes, formal or informal, for their use across the organisation. This Policy outlines the responsibilities of all staff within the organisation in maintaining good communication practice, the main communication channels available to staff and how and when they might be effectively used.

## **2. Principles**

The guiding principles of this Policy are:

- To ensure staff are fully informed of all relevant activity, to enable them to be as effective as possible in their role and to support the individuals.
- To ensure all staff are aware of their responsibility for maintaining good communication practice.
- To provide easy access to essential, useful and engaging information for staff and individuals.
- To provide opportunities for staff and individuals to provide feedback and engage in discussions related to further developments.
- To provide effective methods of communicating during serious incidents.

## **3. Responsibilities**

This section details the responsibilities of all staff in communicating effectively within the organisation:

### **3.1 Management**

- To ensure information is made available to all staff in a timely manner and via appropriate channels.

- To ensure staff have the relevant information available to communicate with the individuals effectively.

- To maintain open channels of two-way communication and to listen to feedback and comments from all staff and individuals.

- To communicate regularly with the staff, preferably face to face, to ensure information is available and understood within the context of the department and working environment.

- To ensure the staff are maintaining good communication practice in accordance with this Policy.

- To maintain open channels of two-way communication, to listen to feedback and comments and to keep managers informed.

### **3.2 All staff**

- To ensure they are informed and have access to information in order to be as effective as possible in their role and to support the individuals.

- To ensure they are maintaining good communication practice in accordance with this Policy.

- To use open channels of two-way communication to keep managers and individuals informed.

- To communicate with colleagues and individuals where necessary.

- To communicate politely, clearly and promptly with individuals.

## **4. Categories of information**

Depending on the nature of the information or the intended audience, different channels of communication may need to be used. In addition, the individual for the communication will vary.

### **4.1 Management and strategic direction**

This includes information from management regarding the overall management strategic direction. This may be updates on regular activities and activities that need to be communicated to staff in a timely and appropriate manner. This may involve internal communication of important information via management cascade or staff meetings. The responsibility for this communication lies with the Registered Manager.

### **4.2 Day-to-day work related information**

This is the information staff members require to carry out their role day-to-day. It is the responsibility of members of staff to communicate this information effectively.

### **4.3 Serious incidents**

The Emergency Action Plan details what constitutes a serious incident. During a serious incident, the Registered Manager will be responsible for all communication and will advise relevant staff should assistance in communicating be required. Accident/Incident Forms are in place for all effective channels of communication to be utilised where necessary.

## **5. Communication channels**

Here is a summary of the primary and secondary channels available to staff when communicating information in the above categories:

The three methods of communicating in this section have been designated primary channels as these are the preferred methods of communication amongst staff and individuals. Face to face communication is by far the most effective method.

### **5.1 Face-to-face communication**

Communicating in person with staff is considered to be the most beneficial method of ensuring information and knowledge are shared. The conversational nature allows for greater understanding of the context of the message and encourages reflection, questioning and feedback.

### **5.2 Strategic communication**

In some circumstances, the Registered Manager requires information to be disseminated through staff as quickly as possible and, as far as possible, via face-to-face staff meetings where understanding of the information can be assured and feedback can be gathered and discussed. It is vital that all staff receive this information within a given timescale and that all staff understand the intent and the outcomes of the information and are given an opportunity to discuss, comment and provide feedback.

### **5.3 Email**

Email is one of the most common methods of communicating with the individuals, however it is often considered to be overused and inappropriate so managers make efforts to ensure that messages are appropriate to the recipient.

Memos for all staff are distributed if necessary for timely information that is considered important to all staff and individuals.

### **5.4 Printed material**

Management produce handbooks for staff.

## **5.5 Social media**

Derogatory comments of any kind made on social media network sites towards the organisation, its staff or individuals are not permitted. Any staff member found to be in breach of this, will be subject to disciplinary action.

## **6. Professionalism in communication**

In all communications staff are reminded of their responsibility to serve the interests of April Complete Care Solutions and ensure appropriate content at all times. The principles being respect and dignity in all correspondence.

## **7. Feedback and monitoring**

Activity will be undertaken by April Complete Care Solutions to monitor satisfaction with communications including surveys with staff and individuals.

## **8. Further information**

April Complete Care Solutions will review current practice on a regular basis to make improvements in order to provide effective communications channels and processes for staff and individuals.

The Registered Manager has responsibility for managing the key channels of communication and the application of this policy within the organisation.