

Chapter 2:

Communication and staying connected

We asked people with learning disabilities what is important to them to stay connected with others. They said:

- They want information they can understand. And they want it quickly when they need it.
- They want to have technology that helps them stay in touch with other people and find information they are interested in.
- People want to be able to talk to other people who are having the same experiences. These people could live near them, somewhere else in the UK or in a different country.
- People with learning disabilities often don't know what support is there for them when they are finding it hard to stay connected.
- Services do not always think about the communication needs of people with learning disabilities.
- People with learning disabilities need easy-to-understand information to stay healthy, safe and well.



UN Convention on the Rights of Persons with Disabilities (UNCRPD)

What people said they want is like the rights in Article 21 of the UNCRPD.

Article 21 is about freedom of expression and opinion, and access to information.

We will use Article 21 to help our work on communication and living well.

There is easy read information on Human Rights **here**.



Next steps

1. People who support someone with learning disabilities at home and people who support them outside of the home need to work together.

They can help people with learning disabilities who need extra help to communicate by sharing knowledge and experience.

2. We need to share examples of how technology was used during the pandemic to help people with learning disabilities connect and live well.
3. Health and social care providers need to make sure their information is easy for people with learning disabilities to find and to understand.
4. Everyone needs to work together to make sure people with learning disabilities have computers and can connect to the internet.

We also need to make sure people with learning disabilities and the people who support them get good training and support on how to use technology.

5. Local councils need to find out what communication support there is for people with higher support needs.

They need to make sure people get the support and the technology they need to communicate well. Things like speech and language therapy.

6. People with learning disabilities and their carers need to know it is their right to have the help and support they need so they can communicate well.

