

Talking Mats[®] and Goal Setting for Health and Social Care Service Users and Staff in Edinburgh



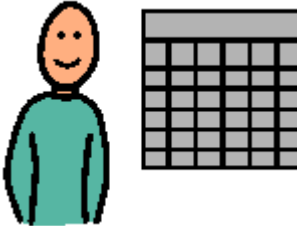
Accessible report



Joan Murphy
**Talking Mats Research and Development
Centre, University of Stirling**

Yolanda Strachan
**Adult Community Speech and Language
Therapy Service, NHS Lothian**

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Background	
<ul style="list-style-type: none"> • Goal setting for staff and service users is not easy • Talking Mats proved useful in a previous project in 2 Day Centres in Edinburgh. • We received funding to extend this to goal setting. • We believe that service users should be more involved in setting their own goals • 	
Aim	
<p>To develop and evaluate Talking Mats as a goal setting tool in 2 Day Centres in Edinburgh</p>	
Plan	
<ol style="list-style-type: none"> 1. Train staff to use Talking Mats in 2 Day Centres in Edinburgh 2. Train service users to evaluate project 3. Provide staff with goal setting symbols 4. Staff to use Talking Mats to set goals with service users 5. Evaluate project 6. Results 7. What we think should happen 8. Write reports – main and accessible 	 <p style="text-align: right;">1</p>

¹ “The Picture Communication Symbols ©1981-2011 Dynavox Mayer Johnson are used under contractual agreement. All rights reserved worldwide.”

1. Training staff	
(A) Training staff to use Talking Mats	
(B) Training 19 staff how to use Talking Mats for goal setting using WHO-ICF	
2. Training service users	
Training 6 service users to evaluate the project using the 'Involvement Measure'	
3. Materials	
Symbol sets for staff to use with service users given to Day centres	
4. Goal setting	
Staff used Talking Mats with 25 service users	

² This photo of a goal setting session is taken from the Talking Mats package – Talking Mats and Aphasia www.talkingmats.com

5. Evaluate project

a) Service users evaluated goal setting using 'Involvement Measure'

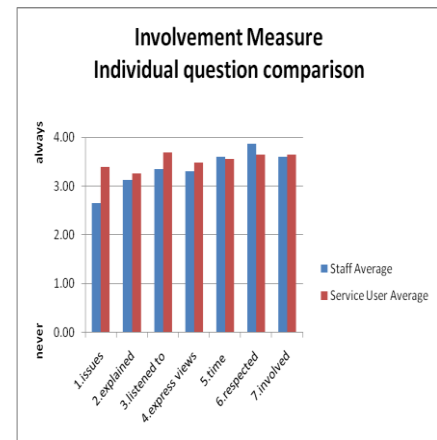


b) Two groups (service users and staff) discussed and gave their views about the project



6. Results from Involvement Measure

- All participants (service users and staff) were positive about how well Talking Mats helped involve service user in goal setting
- Service users felt more satisfied than staff that the topics discussed were important to them
- Service users felt Talking Mats helped them be listened to
- Staff valued that Talking Mats helped them give respect



Results from focus groups – service users' comments

'It's a way of crossing communication hurdles'

'I felt valued'

'It should be an extra tool in the box to find goals'

'[Talking Mats] guide thoughts into actions'

'[We're] all for continuing Talking mats!'

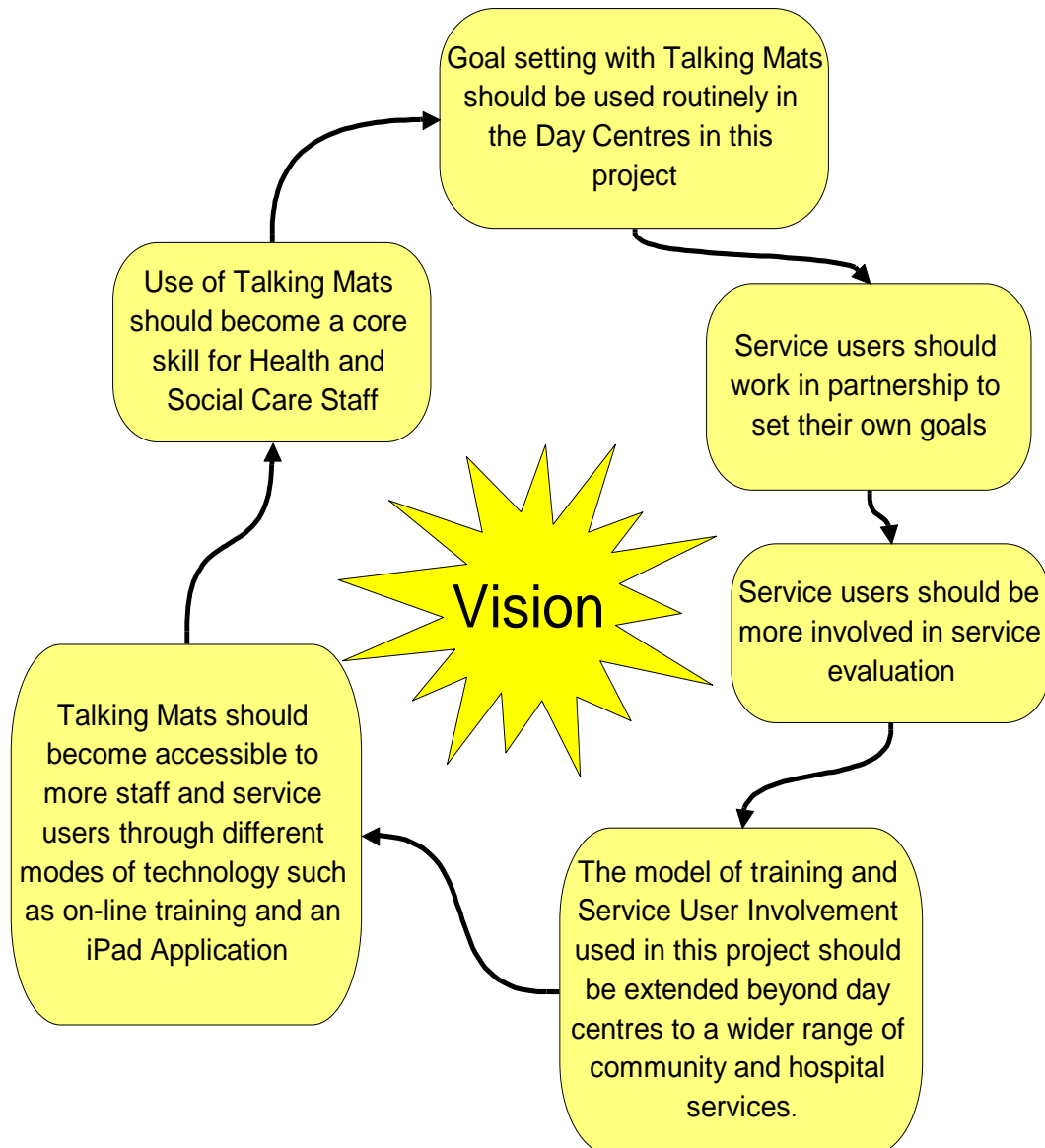
Results from focus groups – staff comments

Talking Mats gives me a tool which takes away the intensity. It has a more informal, more gentle, less confrontational interaction style....it brings a sense of equality to the interaction

'It's person-centred, led by the individual'

'For the clients it works for – a definite yes to using it more'

7. What we think should happen



Acknowledgements

We wish to thank:

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A full version of this report is available.

For further information about Talking Mats please go to www.talkingmats.com