**<INSERT ORGANISATION NAME> COMMUNICATION POLICY**

**Title of the policy**: Communication Policy

**Purpose**: To provide information and guidance to staff on <insert Name of organisation> expectations when communicating with service users, friends, family, staff, members of the multidisciplinary team and others.

**Definition**: <insert Name of organisation> is committed to equality when it comes to communication, and will ensure that all communication is effective. All communications should ensure that others understand what is being said, and should ensure feedback is received to check understanding.

**Policy**: When communicating with others, <insert Name of organisation> expects:

Staff to determine the best method of communication with the person and to assist the person to use this method to aid two-way communication and understanding.

Staff to speak to others in a professional manner at all times, treating people with courtesy, respect and consideration.

Staff to communicate directly with the person or persons involved to resolve differences. Staff handle differences of opinion privately and with tact. Gossip and backbiting will not be tolerated.

Staff to maintain a respectful work atmosphere at all times and refrain from shouting, yelling, using vulgarities or swearing at staff, service users or others.

Staff not to make disparaging or discriminatory remarks about religion, ethnicity, sexual preferences, and any of the other nine protected characteristics within the Equality Act 2010. This also includes appearance other non-work-related matters.

[Breaches of this policy will be regarded as misconduct].

Scope: This policy contains information and guidance from legislation and from relevant bodies that includes, but is not exclusive to:

The Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

The Equality Act (2010).

<insert Name of organisation> expect Staff to adhere to this legislation through implementation of the policy.

This policy applies to all Staff working for <insert Name of organisation>.

The Registered Manager should check guidance from relevant bodies on a regular basis to ensure they are up-to-date with equality and diversity legislation and guidance and will amend this policy accordingly.