

If your equipment is supplied or maintained by one of our contractors, please contact them directly using the details below:

 Smartbox

If supplied by Smartbox (Gridpad device, Grid3 software) call: 01684 578868, email support@thinksmartbox.com or [raise a ticket](#) or use 'live' chat on their website

 Liberator

If supplied by Liberator (Accent device, NuVoice software) call: 01733 370470, email support@liberator.co.uk, or use the 'live chat' on their website.

 Techcess

If supplied by Techcess (Mobi or Tellus devices, MindExpress software) call: 01476 561991, email support@techcess.co.uk, or use the 'live chat' on their website.

 tobii
dynavox

If supplied by Tobii Dynavox (I-Series deviceCommunicator or SnapCore software) call: 0114 481 0011, email support.uk@tobiidynavox.com or use the 'live chat' on their website.

 possum

If maintained by Possum call: 01296 461 000 or email support@possum.co.uk

 Steeper

If maintained by Steeper call: 01132 070449 or email assist@steepergroup.com

 DH2
Solutions Ltd

If maintained by DH2 Solutions call: 01132 56 4572 or by email on info@dh2solutions.co.uk

**Engineering
Independence**

@BarnsleyAT

 Barnsley Hospital
Quality in Care

If your equipment is maintained directly by Barnsley Assistive Technology Team, or you are unsure who maintains your equipment, please contact us on: 01226 432159 or by email on: barnsley.at@nhs.net

 Barnsley Hospital
Quality in Care

Barnsley Hospital 
NHS Foundation Trust

Barnsley Assistive Technology Team

Support for people who communicate through spelling during the Coronavirus Pandemic:

A guide to helpful resources and knowing how to best support people using AAC .

Barnsley Assistive Technology Team: 01226 432159

Email: Barnsley.at@nhs.net

Tips on how to plan for AAC use in medical settings:

- Document the person's need for AAC
- Prepare back-up AAC methods (e.g. a paper version of an electronic system)
- Get support from familiar communication partners (where possible)
- Ensure everyone is aware how the person indicates 'yes' and how this 'yes' signal may vary e.g. due to fatigue; drug regimes.
- Clean and decontaminate AAC devices or resources

We have a yes/no question prompt sheet to support someone to communicate basic wants/needs on our website:

- www.barnsleyhospital.nhs.uk/assistive-technology/resource/paper-based-yes-no-question-prompt/

Useful resources relating to coronavirus:

Communication Boards

The Patient Provider website has text-based and word-based AAC boards. Some have specific medical vocabulary and information on how to make and use these:

- www.patientprovidercommunication.org/

Talking Mats

Talking Mats have produced resources to support capacity assessment and discharge planning with patients relating to coronavirus:

- www.talkingmats.com/wp-content/uploads/2020/03/20200324-coronavirus-easy-read-v3_.pdf

Free Text to Speech Apps

ClaroCom is a text-to-speech AAC app that has a free version that should meet basic text-based communication needs:

- www.clarosoftware.com/portfolio/clarocom/

Further Resources

NHS England commissioned specialised AAC services have released a dedicated website including a Covid19 resource page:

- assistivetechology.org.uk/#covid

Our website will be kept up to date with new resources and information about our service provision:

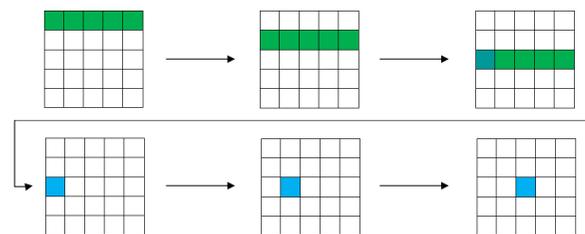
- www.barnsleyhospital.nhs.uk/assistive-technology/resources-and-information/

Different ways of using text-based AAC

You might want to practice alternative ways of accessing existing AAC systems and backups in case existing access methods become challenging.

Partner-assisted scanning

- The communication partner scans through items on a communication board (by consecutively and consistently pointing to them and/or saying them aloud).
- The partner watches for the AAC user to indicate 'yes' to the intended message.
- The 'yes' indication could be vocal or non-vocal (e.g. an eye-blink, smile or other body movement). The AAC user may need support to establish a clear 'yes' response that is understood by the partner.



Example of a row/column scanning pattern

We have a 'how to' video demonstrating partner assisted scanning on our website:

- www.barnsleyhospital.nhs.uk/assistive-technology/resource/using-partner-assisted-scanning-on-a-letterboard-for-communication/

There are a number of websites providing free communication boards which include guidance on using partner assisted scanning:

- www.patientprovidercommunication.org/covid-19-free-tools.htm
- acccommunity.net/2020/03/covid-19-board/
- www.mytobiidynavox.com/Support/COVID-19-Downloads

Eye pointing

A person can be supported to access an Eye Link board or E-tran frame with letters or words to spell out a message using eye pointing.

We have videos demonstrating how to use eye pointing with communication boards on our website:

- www.barnsleyhospital.nhs.uk/assistive-technology/resources-and-information/howto-videos/?tx_category=technique-demo

We also have a stock of pre-made EyeLink boards available. Please contact us if they would meet an immediate communication need.