Communication tips poster

1. **Check hearing aids** are in, switched on and working.
2. **Get their attention** first: say their name, wave or gently touch their arm.
3. **Face them** at the same level, about one metre away.
4. **Light on your face**, not behind you. Keep your hands away from your mouth.
5. **Speak clearly and naturally.** Do not shout.
6. **Rephrase**, do not just repeat. Use gestures and write key words.
7. **Cut background noise.** Turn off the TV, close the door, find a quiet spot.
8. **Give time** and check understanding kindly. Never say “never mind”.

Sudden hearing loss, ear pain or discharge? Get medical advice the same day: GP or NHS 111.

General information only. Always follow your care home's policies, the manufacturer's instructions and the resident's care plan. In an emergency call 999. Version: November 2026.