

## 4a1

# Communication Across Sectors

### Do

Build regular communication arrangements between the health and social care service and the community setting.

### Story

Some years ago, a mental health charity ran a horticultural project. The monthly staff meeting was regularly attended by the staff member who co-ordinated all the horticultural courses at the college.

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### Hints & Hazards

Communication across sectors can bring together an agency with funding (e.g. for equipment or adaptations) and a person who needs support. Sometimes one agency (e.g. education) has little understanding of another (e.g. employment) and so a team of inclusion workers can bring these areas together. This will need flexible staff to understand and respect the unfamiliar ways that other organisations do things.

Will the agenda include talking about individuals? If so, have you thought about what information the person is happy for you to share? Regular communication can develop into Cross-Agency Mentoring (see 4a4). Large organisations may need horizontal communication links at various levels in the hierarchy.