**121 Communication Case Study**

Mary is a young adult with mild to moderate learning difficulties who lives in a residential care unit. She woke up not wanting to go to college this morning and needs to find a way to communicate this to her support worker, Melanie.

She decides how she is going to send this message to Melanie, who is already at the unit, helping residents to get ready.

As usual, Melanie knocks to remind Mary to wake up and start preparing for college.

Mary decides to ignore her support worker and does not get out of bed. Melanie knocks again but Mary still refuses to get out of bed. Melanie knows that, if Mary wanted to go to college, she would usually be ready by now. She realises that Mary is trying to send her a message – a sign that she does not want to go to college.

To clarify that she has not misread Marys non-verbal communication, Melanie then asks Mary whether, by staying in bed, she means that she does not want to go to college. Mary nods her head.