

Communication in care or children setting

The background features abstract, overlapping green geometric shapes, primarily triangles and polygons, in various shades of green, creating a modern and dynamic visual effect. The shapes are layered, with some appearing more prominent than others, and they extend towards the corners of the frame.

What is communication ?

Communication is a two-way process between people, where information is sent, received and interpreted. For communication to be effective, information needs to be understood correctly.

In health and social care or children's setting, a good communication skills are essential, we need them to communicate with Colleagues, Children, Managers, Other health care professionals, People who use services & their families and friends.

The basic reasons people communicate are: To express needs, to share ideas and information, to reassure, to express feelings and emotions eg fear, love, hate, pleasure, pain, to build relationships (personal & professional), to socialise, to ask questions and find out information, to share experiences

When communicating, We need to watch / observe the reactions of people we are talking to. Why?

we need to pay attention to there Speech, tone, pitch, silence (does the person sound angry, upset, happy, sad or are they just not communicating?) Why?

It will give us clues to understand the emotional state of the person, remember when the body says one thing and the words another trust the body it rarely lies. They can also help us to decide if information has been understood.

Communication

What types of communication are used in
Health and Social Care settings?

Types of communication

Written communication

Written communication is a method of communication that is used to send messages, keep records and provide information that is permanent

Verbal communication

Communication using spoken words. Tone, pitch, volume and the words that you use can affect meaning

Body language

Non-verbal communication where facial expressions, gestures, body positioning and movements can give clues about our attitude and how we feel

Gestures

Hand or arm movements that emphasise what is being said or used as an alternative to speaking.

Types of communication

Eye contact

Good eye contact shows that a person is listening

Sign language

A way of communicating which uses hand shapes and movements to get the message across

Makaton

A form of language that uses signs and symbols to convey meaning

Braille

A code of raised dots read by touch.

First thing you should do when supporting an individual new to you?

- ❖ Find out the Communication Needs and Preferences of the person that you support. Can you think of ways that you should be able to find this information ?
- ❖ Looking in the persons care plan, in the communication section this is especially useful when the care plan has been written with the person and their family and/or with information from specialist communication professionals.
- ❖ Asking the persons family and friends, they can be a valuable resource of information, especially if the person themselves has difficulty communicating, but you need to remember that whilst they may be able to help they are not professionals and may not be aware of the all the needs of the individual and the individual may not be happy for them to pass on info.

Non Verbal Body Language

A person wearing a dark suit, light blue shirt, and grey tie is shown from the chest up. They are holding their right hand up with the palm facing forward, in a universal gesture for 'stop' or 'halt'. The background is dark and out of focus. The image is framed by green geometric shapes on the right and bottom edges.

Non Verbal Body Language
can often convey more
information than verbal
communication.


What do you think this body language means?

Excitement?

Anger?

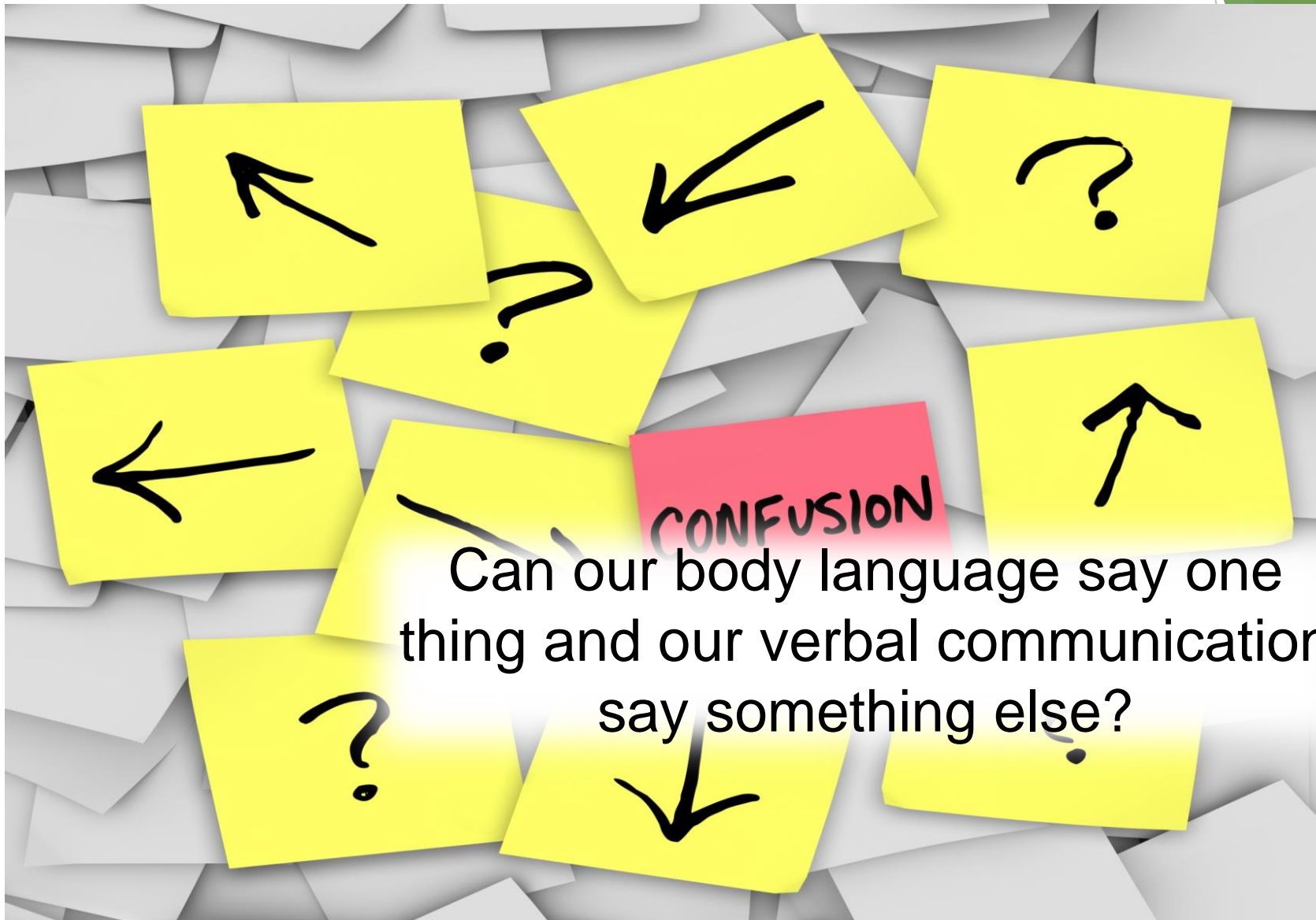
Exasperation?





What do you think this body language means?

Relaxation?
Frustration?
Indifference?




Can our body language say one thing and our verbal communication say something else?



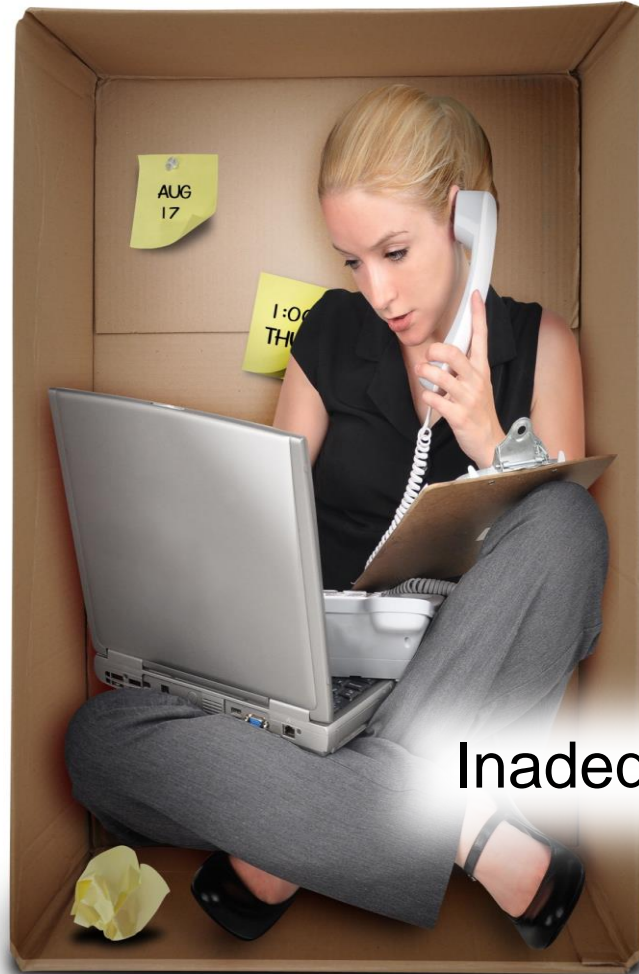
What skills and qualities does a practitioner need to find out how someone really feels?



The image features a background of a red brick wall. On the right side, there is a decorative graphic consisting of several overlapping, semi-transparent green triangles of various shades, creating a modern, abstract look. In the center of the brick wall, there is a white, glowing rectangular area that serves as a backdrop for the text.

So what may stop a
person from
communicating effectively
with a practitioner?

Barriers to communication



Inadequate space



Poor lighting

Barriers to communication



Patronising
language



Speech difficulties

Barriers to communication



Noisy
environment



Inappropriate body
language

Ways to overcome barriers

Adapting the
environment

Calm tone

Staff
training



Confidentiality

- ❖ Do not give information over the phone
- ❖ Log off when finished with computer
- ❖ Keep records secure
- ❖ Confirm the identity of people
- ❖ Do not talk about work issues in public
- ❖ Use passwords on computers

Sometimes it is necessary to breach confidential information. If this is the case, you should inform the person involved as soon as possible.

Confidentiality may need to be broken to: comply with a court order, protect the public, protect the person, aid the police with their enquiries.