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Communication in Health & Social Care

INTRODUCTION

My name is Shahidul Islam, and today I will be discussing communication as a key professional skill in health and social care. I chose this skill because communication is central to everything we do when supporting individuals, working with colleagues, and ensuring safe, high-quality care.

Why Communication Matters

- Communication is essential in health and social care because it supports person-centred care, reduces mistakes, builds trust, and strengthens teamwork among professionals such as carers, nurses, social workers, and families.

Relevance to Professional Practice

- Communication is important for assessing needs, explaining care plans clearly, accurate documentation, and safeguarding. Poor communication can put service users at risk, so strong communication is a professional responsibility.



Practical Example: Dementia Care

- Example: Supporting an elderly resident with dementia by using simple language, active listening, reassurance, non-verbal communication, and updating the care team through clear documentation.



References

- Skills for Care (2023) – Effective communication in care.
- NHS Health Education England (2024) – Communication for compassionate practice.

Conclusion

Communication is one of the most important skills in health and social care. It ensures safe practice, builds strong relationships, and promotes effective teamwork.