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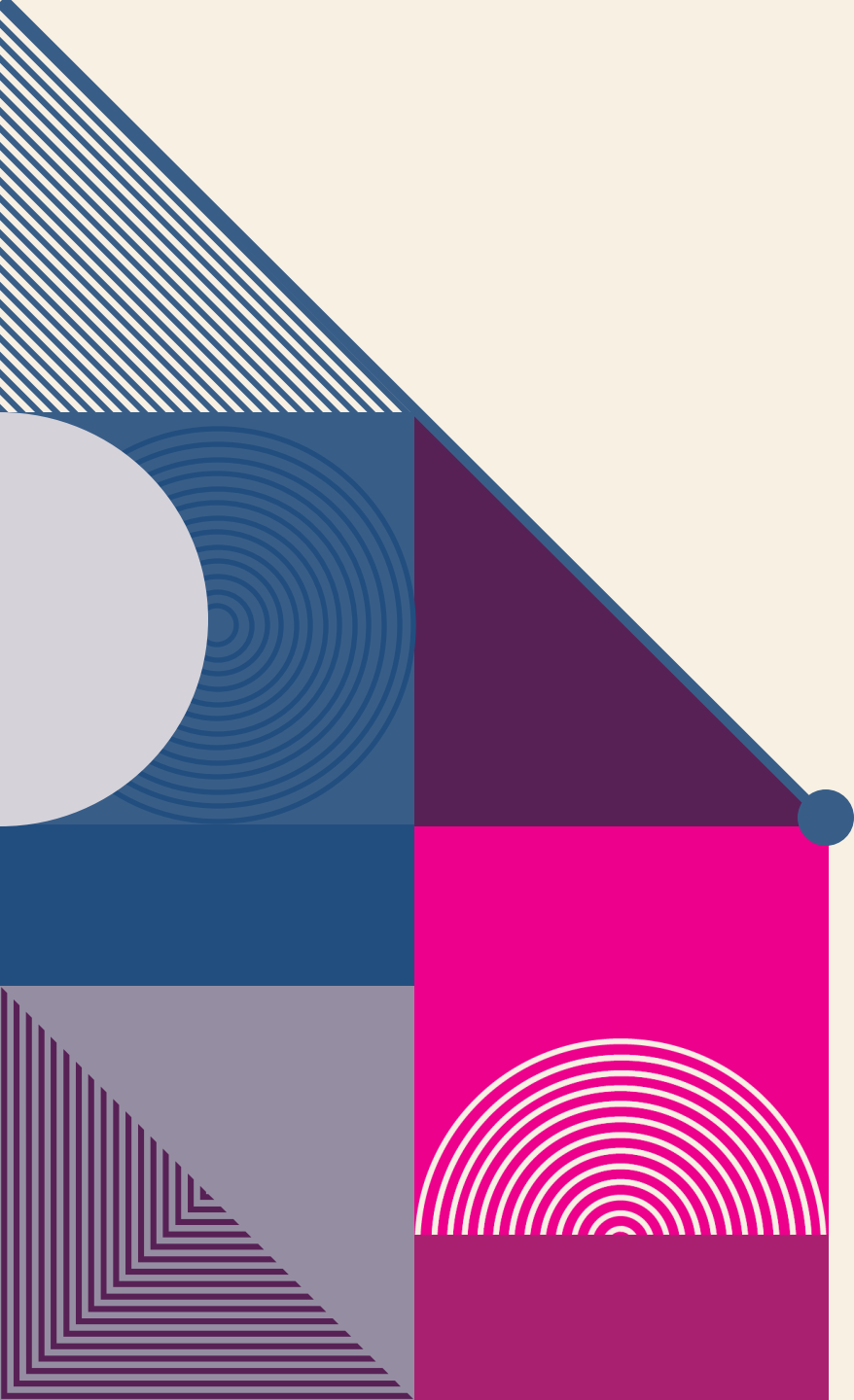
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**ASSESSMENT TITLE: SELF - AWARENESS  
PRESENTATION**

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# INTRODUCTION

This presentation will be reflecting on the importance of communication and how these methods are used in professional practice within health and social care.



# THE IMPORTANCE OF COMMUNICATION

Communication is a fundamental skill in social work practice, especially when it comes to being in the health care sector.

There are many types of communication methods used to exchange information between people; however, this may not always be the case.

Communication also involves active listening, clarity, cultural awareness, empathy and professional judgement which are all important to be considered when you are working as a social worker.

Helps Meet CQC Standards - The Care Quality Commission (CQC) checks health care services in England. One of their key areas is how well staff communicate with each other and with the people they support. Strong Communication in Health and Social Care ensures compliance with the CQC requirements for respectful and safe practices.

Health and Casper. (2025)

# DIFFERENT TYPES OF COMMUNICATION

Drew, C. (2023)

- Written
- Verbal
- Non verbal
- Formal
- Informal
- Visual
- Digital

## TYPES OF COMMUNICATION

Generally, we categorize communication into the four main mediums of communication: verbal, nonverbal, written, and visual.

### NONVERBAL COMMUNICATION

Nonverbal communication refers to any form of communication that is not transmitted through spoken word.

### VERBAL COMMUNICATION

Verbal communication is any form of communication that occurs through spoken word.

### VISUAL COMMUNICATION

Visual communication means the transfer of information to a person in a format that can be read or viewed.

### WRITTEN COMMUNICATION

Written communication involves the use of words, sentences, and paragraphs in order to communicate.

# GIBB'S REFLECTIVE CYCLE 1988.

Scenario: social worker is supporting a 16-year-old young person who is in care.

1. Description - the person fails to attend school as they do not feel comfortable, has made older friends and doesn't want this information to be shared.
2. Feelings - concerned about the young person's safety as they are involved with older people. Does not want to break the trust built between themselves and the young person.
3. Evaluation - social worker stayed calm and listened to the young person without judgement and explained in detail the limits of confidentiality when there are safety concerns.
4. Analysis - young people can feel lonely especially those in care. Poor choices can involve risks and possible danger. Under the Children Act 1989, main duty is to ensure the safety of the child.
5. Conclusion - should have asked more questions, encourage young person to think about safer choices, ask them what activities they do enjoy at school..
6. Action plan - share concerns with the right professionals, arrange another meeting with the young person and create a safety plan to ensure the best possible care.

## Gibbs' reflective cycle

Whether something went badly, well, or somewhere in-between, it's worth taking some time afterwards to reflect.

This six-stage system helps individuals or teams structure the process, acknowledging reactions, exploring underlying causes and learning from any mistakes.

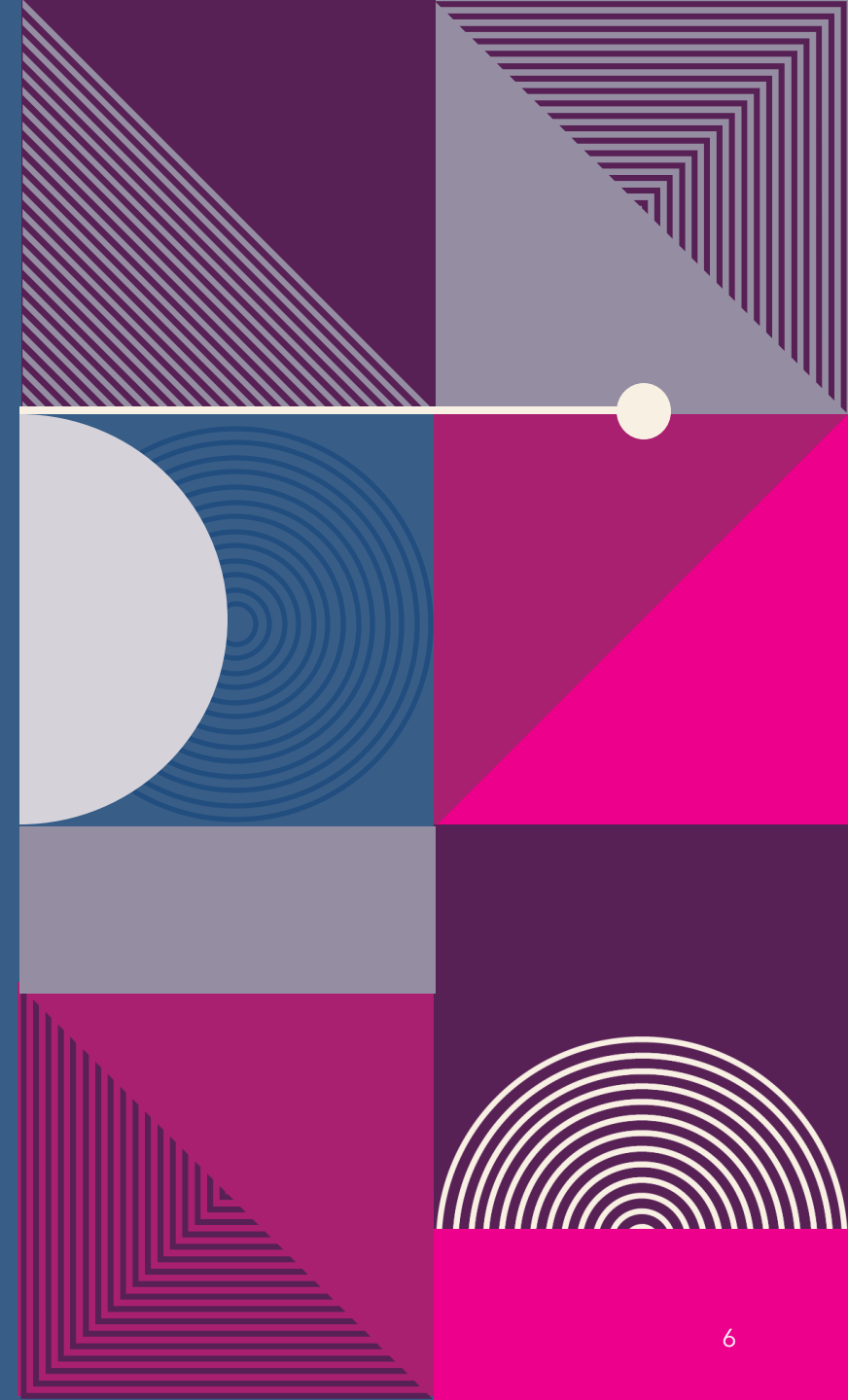


BiteSize Learning. (2024)

# CONCLUSION

Being able to communicate effectively, especially as a social worker within a health and social care setting is extremely important. This promotes safety, dignity and positive outcomes for the service users, this allows them to feel listened to without judgement and ensuring that the best possible care is being provided and lets them participate in decisions about what care and support they need.

Communication isn't just about passing on information to the person you are providing care for; it is also used to liaise with their families, collaborating with other healthcare professionals and agencies.



# REFERENCE LIST

---. "The Role of Communication in Health and Social Care: Why It Matters." Institute of Mental Health, 18 July 2025, [iomh.co.uk/the-role-of-communication-in-health-and-social-care-why-it-matters/](https://iomh.co.uk/the-role-of-communication-in-health-and-social-care-why-it-matters/).

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