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Health & Social Care

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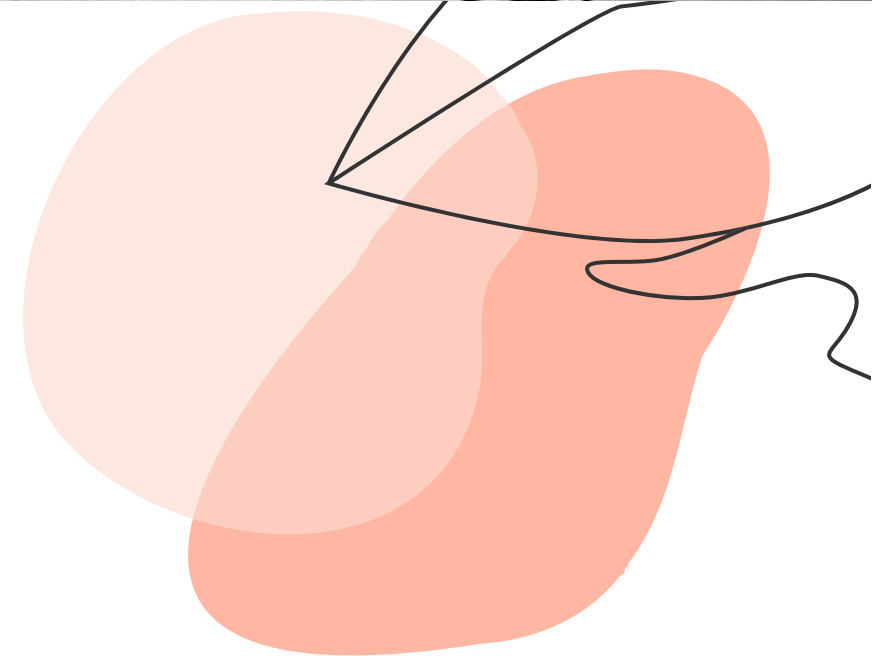
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Banik

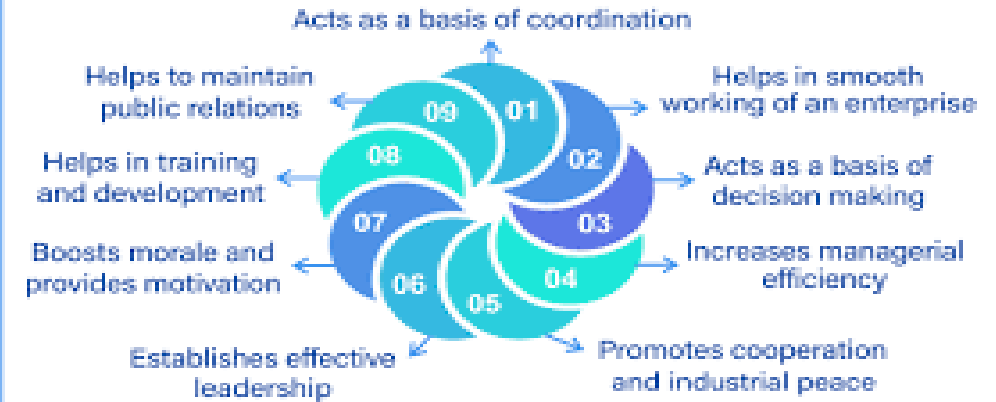
Introduction

What is Communication?

- Communication is the process of exchanging ideas, information and feelings.
- Verbal (Spoken Words)
- Non-Verbal (Body, Eye Contact, Language)
- Written (Reports, Records)

Tell Effective Communication ensure understanding, clarity and trust.



Importance of Communication

Why Communication is Important

- Build trust between Patients and Professionals
 - Ensure Patient safety
 - Supports person - centred care
 - Helps in team collaboration
- Improve patient satisfaction & outcomes

Relevance to Health & Social Care Practice

Essential in settings like:

- Hospitals
- Care Homes
- Community Service

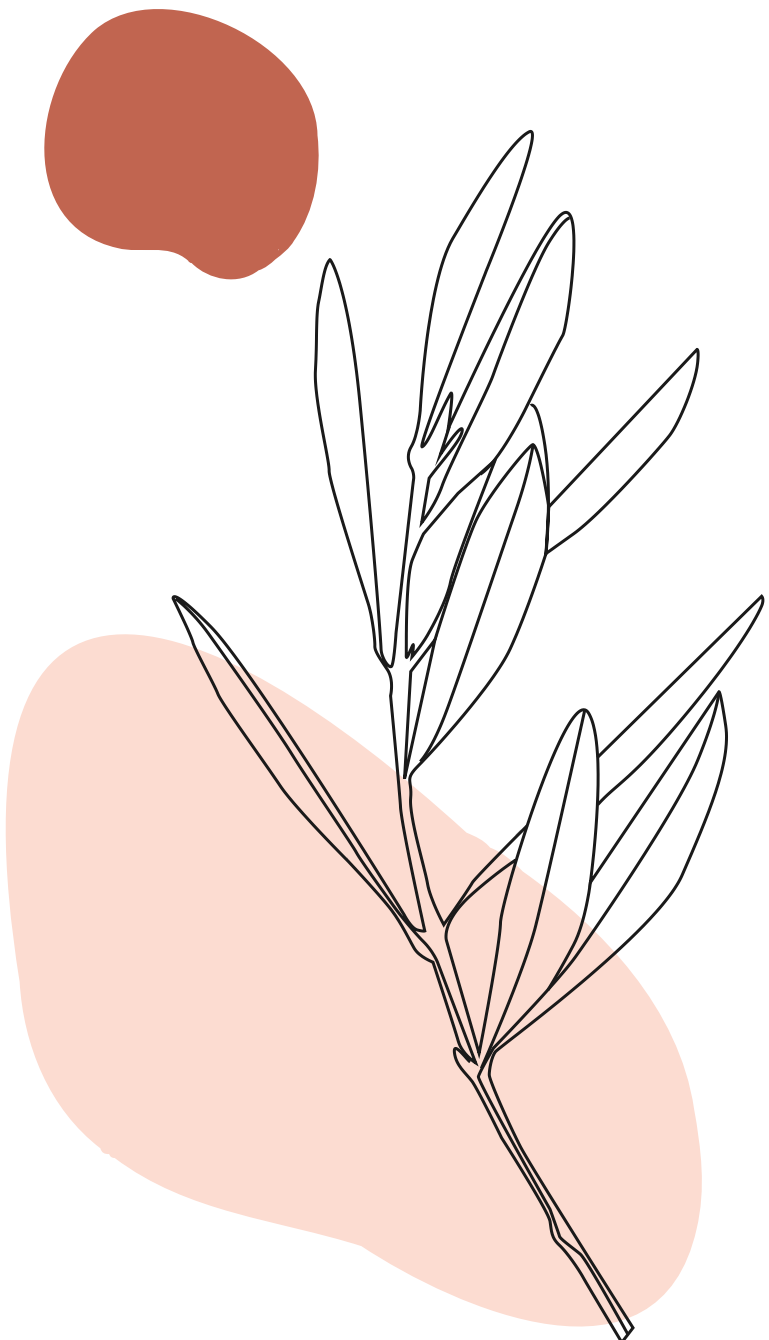
Professionals must communicate with:

- Patients
- Families
- Multidisciplinary teams

Must adapt communication for:

- Age(children VS elderly)
- Disabilities (hearing, speech)
 - Cultural difference





Practical Example

A nurse communicating with an elderly patient who has hearing difficulties

✓ **Application for Communication:**

- Speak Slowly and Clearly
- Maintain Eye Contact
- Uses Simple Languages
- Checks Understanding



Barriers to Communication

- Language differences
- Hearing or Speech Impairments
- Emotional Distress
- Cultural Differences
- Use Medical Jargon

BARRIERS TO COMMUNICATION

Barriers to Effective Communication



Key Communication Skills

- Active Listening
- Empathy
- Simplicity & Clarity
- Non - verbal Awareness
- Professional Tone



References

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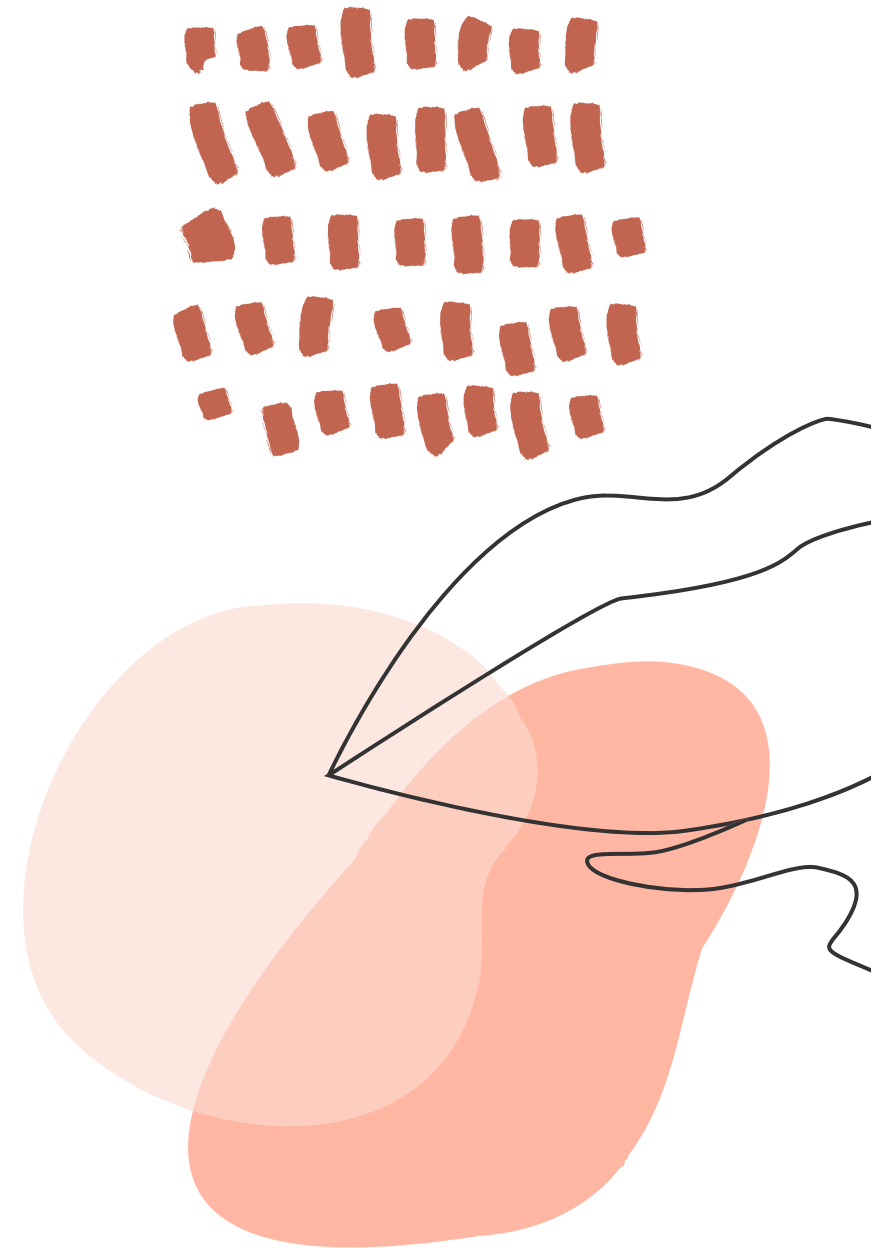
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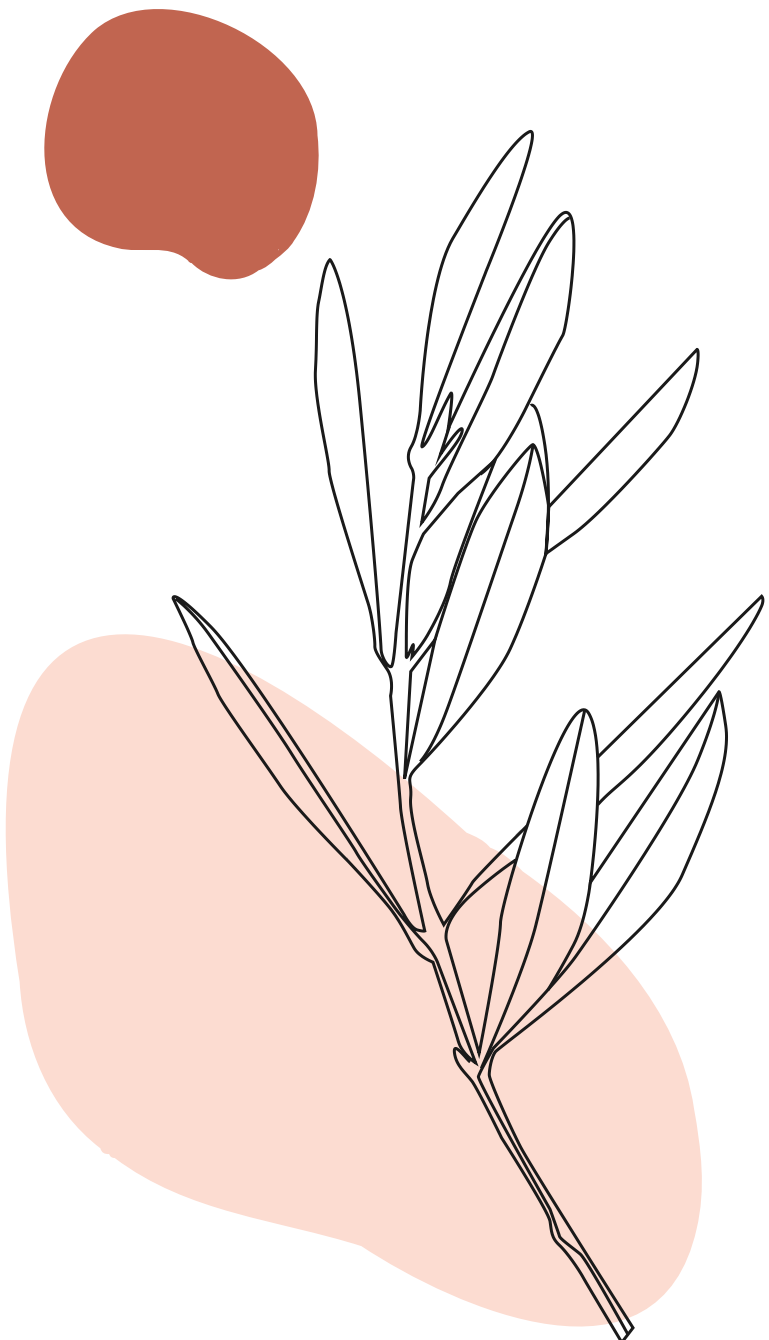
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Questions & Answers





Thank You