

# Communication

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# Introduction

Hello everyone, I'll be talking on the value of communication in health and social care today. One of the most important and necessary skills for professionals is communication. This is due to the fact that it directly affects collaboration, patient safety, and the general standard of care. In this talk, I'll define communication, offer a communication model, go over the value of communication in professional practice, and give a real-world example of how it may be used in healthcare settings. I'll cite scholarly sources to support my claims with facts.

# What is communication?

The act of sharing knowledge with others in a clear and understandable manner is called communication this involves more than just talking to one another. There are several forms of communication, both verbal and nonverbal, particularly in the fields of health and social care. Spoken words and voice intonation are examples of verbal communication. Body language and facial expressions are examples of nonverbal communication.

“Communication training has been included in the curricula of health professions due to the realization that students lacked preparation to deal with their own subjectivity and that of others.”(Novaes, Alves and Grosseman, 2023) This highlights the importance of communication skills for all professionals.

Written communication includes the creation of reports and care records as well as active listening, which allows you to remember crucial details and react correctly and professionally. Because misunderstandings can have major repercussions, active listening is especially crucial. “The word “Communication” may be defined as the data by which anyone could share their views, data, emotions of any other person, place, etc.” (Saxena et al., 2022) The Nursing and Midwifery Council emphasises that safe practice and professional accountability both depend on good and clear communication. This demonstrates that communication is essential. Communication is not optional it is a core part of professional standards. As when carrying for others you need to keep a track of there daily routine and ensure there needs are been met.

# Communication model

I will use the communication cycle to have a better understanding of communication. The sender, the message, the recipient, and feedback are the four phases in this approach.

“Gestures, tone of voice, grins, grimaces, shrugs, nods, moving away or closer, crossing arms and legs all tell us far more than words. Learning to take account of these reactions is all part of developing your communication skills to achieve the best outcomes for individuals.”(Skills for Health, 2021)

After the sender transmits a message, the recipient deciphers it and provides feedback to verify that it was comprehended correctly. Feedback must be obtained before communication is considered complete. If any part of this process is missing then the communication cycle is incomplete. However, this process may be impacted by obstacles. In healthcare settings, these hurdles might cause misunderstandings that could lead to inadequate treatment or delayed care. These include language difficulties, hearing impairments, emotional discomfort, cultural differences, and noise in the environment. This approach is significant because it demonstrates the need for healthcare providers to verify comprehension rather than presuming that the material has been comprehended. Due to a misunderstanding, a patient may not receive their prescription on schedule. On the other hand, medical malpractice can have serious repercussions for a patient's life and health if records indicate that they require a medication that they are not supposed to have and someone administers it to them. “Lack of confidence setting goals and providing direct intervention for communication needs was reported, with 25% feeling stressed at the thought of this.”(Davis et al., 2024)

# Why communication is important

Since effective communication lowers risk and enhances patient safety, it is crucial in the health and social care sectors. First, it keeps errors from occurring. For instance, staff handovers that are transparent lower the possibility of medication errors. As well as for colleagues to be able to collaborate efficiently. Second, it encourages collaboration among healthcare providers by facilitating interdisciplinary teams and ensuring that treatment is organised through precise communication. Additionally, communication fosters trust. If patients are treated with respect and feel heard, they are more inclined to provide critical information. A patient should have faith in the medical staff who are caring for them. Respectful communication upholds dignity and promotes person-centred care. Communication is also essential to protecting. In order to safeguard those who are vulnerable, concerns must be communicated in a clear and truthful manner. The world health communication states that communication failures are a significant factor in patient harm globally. This highlights that communication directly affects the quality and safety of care . “little research has been conducted on the perspectives of care home residents on the process by which they may be involved in research.”(Giordano, Baumgaertner and Corsten, 2025)

# Practical examples

I'll be able to offer instances from actual life. As an example, if I work as a health care assistant and look after an older person at a care facility who has hearing issues. Providing the patient with instructions on how to take their medication is one of the responsibilities. Communication is difficult in this situation since the resident might not hear well, which raises the possibility of miscommunication over the necessary medication quantity. To solve this, I would speak to the resident directly, encourage lip reading, speak clearly and deliberately, and use straightforward language. Additionally, I may utilise Pill Organization, which has already sorted the right amount. "Effective communication is a cornerstone of quality healthcare. Communication helps providers bond with patients, forming therapeutic relationships that benefit patient-centred outcomes."(Sharkiya, 2023)

If I could, I would turn down the background noise. Most significantly, I would ask the resident to repeat the instructions back to me in order to verify understanding at the feedback step of the communication cycle. I would also give written instructions if needed. There are several approaches to meeting a resident's requirements. This example demonstrates how using a communication model in practice enhances patient safety and quality of care. The result would be that the resident clearly knows how to take the medicine, the chance of error is decreased, and the resident feels respected and supported. The communication approach will be helpful in many situations to promote the general health and well-being of residents. "The information exchanged between the provider and patient can help in medical decision-making, such as better self-management."(Sharkiya, 2023)

# Conclusion

In summary, information is sent, received, and confirmed during the two-way process of communication. In addition to active listening, it encompasses written, spoken, and nonverbal techniques. Effective communication is critical to patient safety, mistake prevention, trust building, teamwork, and dignity preservation in the health and social care sectors. One of the most crucial professional skills needed in the practice of health and social care is excellent communication, since it can significantly impair the quality and safety of treatment. I appreciate you listening.

# Reference list

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