



Prifysgol Cymru
Y Drindod Dewi Sant
University of Wales
Trinity Saint David

BMHP3003 – Care in Communication

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Instructions to Students

You will observe a recorded role play twice.

- **During the first viewing, make notes and observe carefully.**
- **During the second viewing, you may begin writing your responses.**

You have 45 minutes to complete this paper after the second viewing.

Answer all questions in the spaces provided.

Write clearly and legibly. Use the additional pages provided if required.

Marks will be awarded for clear understanding, application of counselling theory, and the ability to link observation to counselling process skills.

1. List four active listening skills, both verbal and non-verbal, that the health care worker has used within the role play. (4 marks)

① eye Contact

② Sit at the right position

③ Open

④ Close

④ Summarising

2. Identify three person-centered counselling skills demonstrated within the roleplay. (3 marks)

① Active listening Skill

② Reflection Skills

③ Summarising Skills

④ p

3. How does the client respond when the counsellor reflects empathy? (1 mark)

I have been diagnosis diabetes
45.

4. Name two feelings that the health care worker reflects back to the patient in the role play. (2 marks)

① I feel like everything is taken
away from me.

② I don't feel me anymore.

5. How did the use of the open question of "what part of managing your diagnosis feels most difficult for you right now?" change the focus for the patient/client? (1 mark)

How do you manage your
diagnosis. I try to managing
my Sugar.
Explain more what do you mean
Every thing is taken away.

6. What clarifying question did the counsellor use to help the patient/client identify which foods she was struggling to change? (1 mark)

① porridge in the morning.

7. What impact did the counsellor's Socratic question have upon the client's unhelpful beliefs? (1 mark)

What evidence do you have
= how do you manage your
diagnosis.

8. What feelings, thoughts and patient content did the health care worker summarise back to the client/patient? (3 marks)

let me Sumarise you said your
dad has also affected by
diagnosis and you are also
struggle to change your diets and
you said you do not feel well
talking about what happen to your
dad struggle with eating food.

you also said you struggle with change of food.

9. What feeling did the health care worker reflect back to the patient about their feeling of going to the gym? (1 mark)

I can exercise perhaps ^{can} start walking ^{tomorrow} and I also doing some exercise and start going to gym.

10. Write a paragraph evaluating the effectiveness of using person-centered counselling skills and a variety of questioning skills with the patient in this session. (Continue on the next page if necessary).

(4 marks)

How do you mean everything is taken away from you. I mean I do not feel will what happen to my dad it happen to me too. I said you are also struggle to change with your client agree. What Evidence do you have impossible, I try to ^{plan} change how I can manage

to charge ~~my~~ my every day meal.

and you said you can start
eat eating parage every morning

it's that true, you said you
can't what can you do now

to make better for yourself.

you said you can start walking,
doing some exercise and

you said you want to go
to gym is that's what you said

yes yes agree.

How do you manage diagnosis?

you said you can reduce
sugar.

What do you mean ^{you feel} every

like everything is taken away

from you, you said because

of your old struggling with

food that ~~to~~ why you feel that's
what way is that correct yes agree.

End of Paper