

Certificate of Higher Education Skills for the Workplace

**Professional Development within Health and Social Care
Self-Awareness Presentation**

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What is Communication?

- Communication is the process of sharing information clearly and effectively.
- It includes verbal, non-verbal and written methods.
- Effective communication ensures mutual understanding.

- It is a core professional skill in care settings (Kalogiannidis, 2020).

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Why Communication is Important

- Effective communication improves patient safety and care quality (NHS England, 2019).
- It reduces misunderstandings and clinical errors.
- It builds trust between professionals and service users.
- It supports person-centred care practice.



Barriers to Effective Communication

- Communication barriers can negatively impact patient care.
- Language differences may lead to misunderstandings.
- Emotional distress can affect how messages are received.

- Poor listening skills reduce care effectiveness (Jelani and Nordin, 2019).

SBAR Model

- SBAR is a structured communication tool used in healthcare.
- S – Situation: What is happening now?
- B – Background: What is the relevant context?

- A – Assessment & R – Recommendation: What is the problem and action needed?
(Yun, et.al., 2023)
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SBAR Framework for Mental Health Communication

Situation



- What's happening right now?

Background



- What is the relevant context?

Assessment



- What do you think the problem is?

Recommendation



- What action or support is needed?

Practical Example

- As a healthcare assistant, I would use SBAR to report a deteriorating patient.
- Situation: The patient is experiencing chest pain.
- Background: The patient has a history of heart disease.
- Recommendation: Immediate medical review is required (Lo, et.al., 2021).



Conclusion

- Communication is essential for safe and effective practice.
- Structured tools like SBAR improve clarity and accountability.
- Strong communication skills enhance teamwork and patient outcomes.

- Developing this skill supports my professional growth.

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