

- Module Title: ***Professional Career Development within H&SC***
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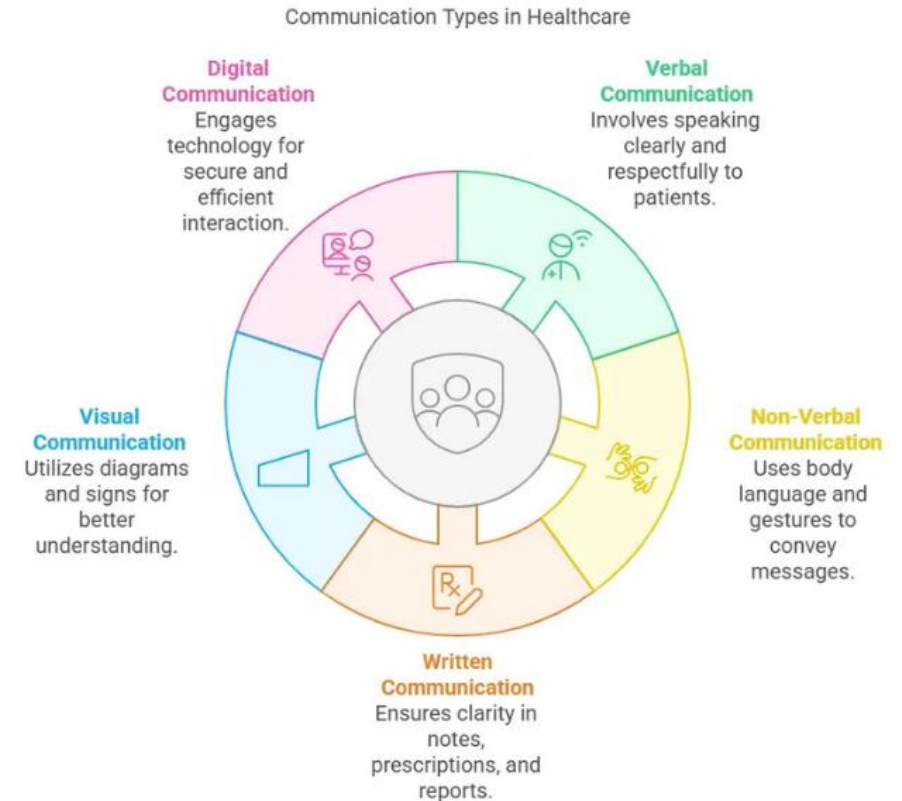
Introduction

Introducing about myself ,I came in Uk since 2007 until present so living in UK nearly 19 years. Working different experience of Job, But more longer work experience is Carer, because I love this profession. That's the reason why I study this course Health and social care to motivate and improve more knowledge.

Communication as a Key Skill in Health and Social Care

My chosen skill is Communication, Communication is one of the most important skills in Health and Social Care , because professionals communicate with service users ,patients, families, carers and colleagues everyday . Effective communication helps people understand information, express their needs and make safe decisions about care .

In this presentations, I will explain what communication means, how it is used in everyday practice , why it is important in Health and Social Care , how its supports patient safety and quality care, and how I can continue to develop this skill for future career.



Importance Of Communication in Professional Practice

Communication is essential in Health and Social Care because care is delivered by people working together. Staff need to share accurate and relevant information to provide safe and effective care.

Good communication supports safe care because important information is passed on correctly. For example, if a patient has an allergy, a change in their condition or a particular care need, this information must be communicated clearly to the appropriate members of the team.

Communication also support good-quality for service users. When people feel listened to and respected, they are more likely to feel involved in their care and communicate their needs. This can improve their experience and help professionals provide more person-centred care.

The NHS has identified communication as an important issue in patient safety. Poor communication can contribute to misunderstandings and safety incidents, while effective communication supports better teamwork and safer care (NHS England, 2018) .

Communication benefits :

Service users and patients : They receive clearer information , feel respected and have more opportunity to express their needs and concerns .

Staff and colleagues: They can share information , work as a team and raise concerns about potential risks.

The organization : Good communication can support safer practice, effective teamwork, better quality of care and improved patient experience.

However, if communication is not used effectively, serious problems can occur . For example , information may be passed on, or a patient may receive the wrong care .Communication errors can also cause conflict between staff and reduce teamwork . NHS England states that communication breakdown are commonly associated with safety problems in healthcare (NHS England, 2022).



What does communication mean ?

Communication is the process of sharing information , thoughts ,feelings and ideas with another persons. It can happen through speaking ,listening ,writing ,body language, facial expression and other forms of non-verbal communication.

In everyday health and social care practice, communication involves:

- Explaining information in a clear and simple way.
- Asking appropriate questions.
- Listening carefully to patients and service users.
- Respecting different cultures languages and communication needs.
- Communicating important information to colleagues.
- Checking that the person has understood .
- Using appropriate body language and eye contact.



I have developed my communication skills through education , group discussions, presentations and everyday interactions with other people. I have also developed by learning to listen more carefully, asking questions when I am unsure and thinking about how my communication affect s other people. I recognise that communication is a skill that can always be improved through practice and reflection.

For example, a healthcare worker should not assume that a patient understands medical terminology. Information should be explained in a way that the individual can understand. The HCPC states that professionals should listen to service users, consider their needs and wishes, and provide information in a way they can understand (HCPC, 2024)

Applying Communication Skill in practice

A practical example would be a care assistant working in a care home.

Imagine that a resident is refusing to eat their lunch. Instead of assuming that resident is simply being difficult, the care assistant should communicate calmly and respectfully. They could sit at the resident's level, listen carefully and ask open question such as, 'Can you tell me what is worrying you about the meal?'

The resident may explain that they are feeling unwell, do not like the food or are experiencing pain. The care assistant should listen, respond appropriately and report important information to the senior member of staff according to workplace procedures.

The impact on care could be positive because the resident feels listened to and respected. It may also help identify an illness or other problem at an early stage.

This supports safety, person-centred care and a better experience for the service user.

This example shows how communication guides actions. The care assistant uses listening, questioning and observation to understand the residents needs

How Communication Supports My Future Career

Communication will be important for my employability because almost every role in health and social care requires professionals to communicate with people.

Employers need staff who can:

Listen effectively

Work well with colleagues

Communicate respectfully with patients and service user

Share information

Recognise and report concerns.

Communication is important for readiness for practice because poor communication can affect patient safety and teamwork. Professional standards also emphasise communicating clearly, meeting people's communication needs and maintaining effective communication with colleagues (NMC,2025, HCPC,2024).



Model Linked to Communication: Gibbs' Reflective Cycle

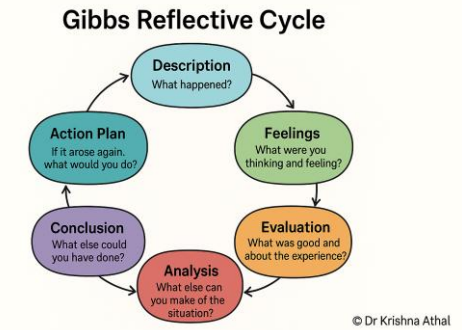
I believe communication is one of my strengths because I am able to communicate with others and I understand the importance of listening. However, I would like to continue developing this skill, especially my confidence when speaking in professional situations and when communicating with people who have different needs.

My personal development plan would include practising active listening, asking for feedback, taking part in discussions and using reflection, such as Gibbs' Reflective Cycle, to learn from my experiences.

A useful model linked to developing communication skills is Gibbs' Reflective Cycle (GIBBS, 1998). This model helps professionals reflect on an experience and identify how they can improve their future practice.

This six stages are :

1. Description – What happened?
2. Feelings – How did I feel?
3. Evaluation – What went well and what did not go well?
4. Analysis – Why did the situation happen in this way?
5. Conclusion – What have I learned?
6. Action plan – What will I do differently next time?



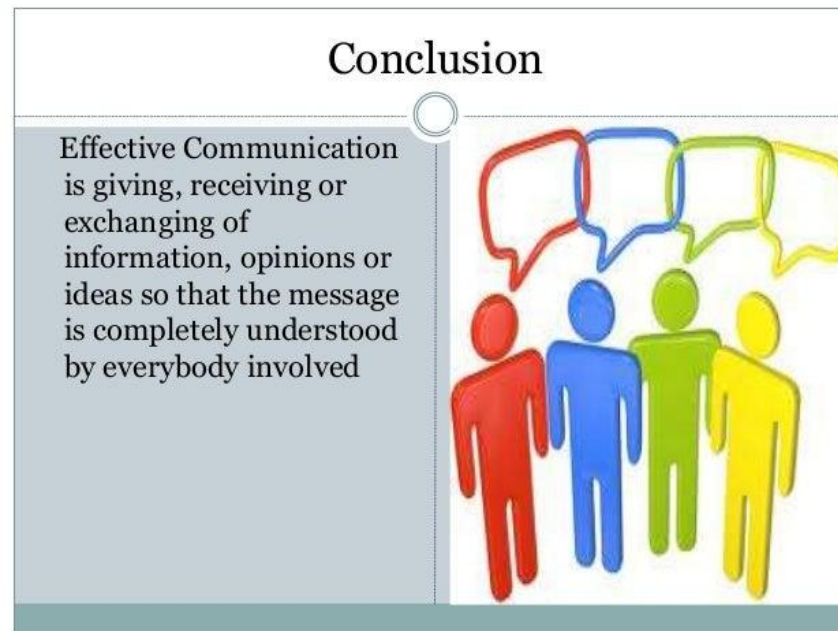
This model helps healthcare professionals improve communication because they can think about real situations. For example, after a conversation with a service user, a care worker could reflect on whether they listened carefully, used appropriate language and checked the person's understanding.

The model supports good practice because reflection can help professionals learn from experience and improve future communication.

Conclusion

In conclusion, communication is a vital skill in Health and Social Care . It involves speaking , listening , understanding and sharing information effectively . Good communication supports patient safety, teamwork , person-centred care and positive outcomes for service users .

Poor communication can lead to misunderstandings, errors and reduced quality of care . By using communication effectively and reflecting on my experiences, I can continue to develop this skill and become better prepared for my future career in Health and Social Care .



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