

What is Communication and Why is it Important?

- Builds trust and positive relationships with service users.
- Helps professionals understand individual needs and concerns.
- Reduces misunderstandings and potential mistakes.
- Supports safe, effective and person-centred care.
- Improves teamwork between health and social care professionals.

Communication is the exchange of information, ideas and feelings between people. In health and social care, communication can be verbal, non-verbal or written.

Good communication is important because it helps build trust between professionals and service users. When people feel listened to and understood, they are more likely to share their needs, concerns and preferences.

It also helps to reduce misunderstandings and mistakes by ensuring that important information is shared clearly. Effective communication supports teamwork and allows health and social care professionals to work together to provide safe, effective and person-centred care.

Communication in Professional Practice

- Communicate clearly with service users
- Listen to concerns and questions
- Share information with colleagues
- Maintain accurate records
- Support safe, person-centred care

Communication is a key part of everyday professional practice in health and social care. Professionals need to communicate clearly with service users so they understand information about their care and can make informed decisions.

It is also important to listen carefully to any concerns or questions people may have. This helps professionals provide support that meets the individual's needs.

Communication is not only important when working with service users.

Health and social care staff must also communicate effectively with colleagues by sharing accurate information and maintaining clear records. This helps ensure continuity of care and promotes patient safety.

Overall, effective communication supports person-centred care and helps professionals deliver safe, high-quality care and support.

Practical Example of Communication

Care Home Scenario

- A resident becomes withdrawn and stops joining activities.
- A support worker speaks with the resident and listens to their concerns.
- Observations are recorded accurately in care records.
- Information is shared with the nurse and wider care team.
- Appropriate support is put in place

A practical example of communication in health and social care could be in a care home setting. Imagine a resident who normally enjoys social activities becomes withdrawn and stops interacting with others.

The support worker notices this change and takes time to speak with the resident in a calm and respectful way. By listening carefully, the worker finds out that the resident has been feeling lonely and worried about their health.

The support worker records these concerns and shares the information with the nurse and other members of the care team. As a result, the resident receives additional support and their wellbeing is monitored.

This example shows how effective communication helps professionals understand a person's needs, work together as a team, and provide person-centred care.

Communication and Employability

- Communication is a key skill in health and social care
- Used daily with service users, families and colleagues
- Builds trust and improves teamwork
- Improves quality of care
- Helps me become more confident and job-ready for the future

Communication is one of the most important skills employers look for in health and social care workers. Professionals use communication every day with service users, families and colleagues.

Good communication helps build trust, supports teamwork and improves the quality of care provided. Developing this skill will help me become more confident and better prepared for a future career in health and social care.

Career Goal

- To work in health and social care and provide safe, effective and high-quality support to service users.

Action Plan

- Gain experience through placements and practical learning.
- Continue developing my communication skills.
- Seek feedback from supervisors and colleagues.
- Take part in relevant training and development opportunities.

My career goal is to work in health and social care and provide safe, effective and person-centered support to service users.

To achieve this, I plan to continue developing my communication skills through practical experience, training and feedback from others. Improving this skill will help me build positive relationships, work effectively with colleagues and provide high-quality care.

In conclusion, communication is one of the most important skills in health and social care. It supports patient safety, teamwork and person-centered care, making it essential for professional practice.

Thank you for listening.

References:

Health and Care Professions Council (2024) Standards of conduct, performance and ethics. Available at: <https://www.hcpc-uk.org> (Accessed: 17 June 2026).

NHS England (2023) NHS England website. Available at: <https://www.england.nhs.uk> (Accessed: 17 June 2026).