



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

BMHP3003 – Care in Communication

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Instructions to Students

You have 45 minutes to complete this paper.

Write clearly and concisely.

Answer all questions in the spaces provided.

Marks will be awarded for understanding, clarity, and application of counselling theory and skills.

If you include literature to support your answers, provide the citation within your response and list the full reference at the end of the paper on the page provided.

Section A – Paraphrasing

1. Which of the following best describes paraphrasing in a counselling context? (1 mark)

*(Multiple Choice – circle **one** correct answer)*

- ☒ A. Repeating the client's exact words to show attentiveness
- ☐ B. Offering an interpretation of the client's unconscious feelings
- ☐ C. Restating the client's message in your own words to show understanding
- ☐ D. Summarising the whole session at the end

2. Explain two reasons why using paraphrasing skills in a health care worker-patient relationship is part of effective communication. (3 marks)

(Write around 2–4 sentences and include a citation)

I think using paraphrasing skills in the health sector
is effective because so then the patient ~~can~~ knows
that what they are explaining to you, your
understanding ~~acknowledging~~ and Acknowledging
why they feel the way they do or what the
problem is (Midwinter R, Dickson J, 2015)

3. Write out a counsellor's paraphrasing response to this client statement: (2marks)

Client: "I feel like no matter what I do, my boss always finds fault. It's exhausting trying to please her."

So from what you have told me is that you feel
as if whatever you do your boss always find
something to pick at you and it's ^{tiring} ~~tiring~~
you to make her happy.

Section B – Summarising

4. When is summarising most appropriately used? (1 mark)

(Multiple Choice – circle one correct answer)

- A. Only at the end of the final session
- B. After silence
- ☒ C. At key transition points and to close a session
- D. Whenever unsure what to say

5. Explain two differences between paraphrasing and summarising counselling skills: (3 marks)

(Write around 2–4 sentences and include a citation)

the difference between paraphrasing and summarising is that paraphrasing is repeating what the patient have said or remembering what the patient is saying and summarising is when your explaining everything that have^{been} explained in your own words ~~the~~ for the patient to have a clear view of ~~the~~ the workers understanding (Gerard, 1990)

6. Write out a summarising statement - include the patient's feelings, thoughts and content to this scenario: - (4 marks)

"Mrs. Jones had a stroke six weeks ago and has been in her house ever since. Mrs. Jones tells you that she feels isolated and lonely since having the stroke and that she is unable to leave the house alone. Even though

her GP has told her that her medication is at the correct dose, and she should feel fine, Mrs. Jones worries that she may feel dizzy walking on her own out of the house and may fall. She would like to have support in leaving the house and would like to attend a stroke support group.

So from what Mrs Jones is saying is that she had
been told 6 week ago that she had a stroke and
have not really left her house since finding
out she feels isolated and lonely since having
that stroke and feels as if she can't leave the
house on her own but her gp had told her that her
prescription is the right amount and she should feel fine
even though Mrs Jones is quite worried about her
feeling dizzy whilst walking on her own out the house
and could potentially fall. She ^{wants} have some sort of
support in leaving her house and would feel better to
attend a stroke group. (mccorry & mason, 2019)

Section C – Questioning Techniques (1 mark)

7. Which question encourages exploration?

(Multiple Choice – circle one correct answer)

- A. Closed
- ☒ B. Leading

C. Open

8. Describe the difference between a closed and open-ended question used in counselling. (3 marks)

(Write around 2–4 sentences and include a citation)

the difference between a close and open-ended
question is a closed question is when you ask a yes
or no answer to something and a open-ended
question is were you ask a patient something
like "so you're feeling like this is making you feel
upset and I isn't sure about how to get through
it without it making you feel worse?" (burnard, 1997)

9. Write a clarifying question to help the counsellor strengthen the understanding of the client's statement: (1 mark)

"I've just had enough of everything; I don't even know what I want anymore."

What you saying
So ~~you're not quite sure~~ is that you've just had
enough and isn't sure in what to do no
more?

Section D – Attending Skills (5marks)

10. Write out what SOLER stands for:

S sitting squarely

O pen posture

L eaning straight

E ye contact

R elaxed

Interpersonal communication is the exchange of information, feelings and meaning between 2 or more people through verbal and nonverbal communication.

11. List 2 ways that verbal communication can take place between a health care practitioner and patient. (2 marks)

1. open question

2. reflection question

12. List 1 way that written communication can take place between a health care practitioner and patient. (1 mark)

~~outside the working office or phone~~
call

Section E – Reflecting Feelings (1mark)

13. Reflection in counselling primarily aims to:

(Multiple Choice – circle one correct answer)

- A. Advise the client on what to do next
- B. Repeat the client's exact words
- ☒ C. Show understanding by repeating back to the client's feelings
- D. Interpret the client's unconscious motives

14. Which of the following best represents a reflection of feeling?

(1mark)

(Multiple Choice – circle ONE correct answer)

- ☒ A. "It sounds like you're angry because your friend ignored you."
- B. "Why did your friend ignore you?"
- C. "Your friend ignored you."
- D. "That's not a big deal if someone ignores you."

15. Which ONE of the following is not an example of a feeling word?

(1mark)

(Multiple Choice – circle one correct answer)

- A. Sad
- B. Confused
- C. Comfortable
- D. Explaining**

16. Draw a line connecting each client statement to the corresponding feeling word. (4marks)

Client Statements	Feeling Words
"I can't stop crying since it happened."	A. Angry
"I finally stood up for myself."	B. Relieved
"I don't see the point in trying anymore."	C. Sad
"I've been sleeping better since we talked."	D. Proud

Section F – Effective communication

17. Which of the following factors may act as a barrier to a health care worker demonstrating unconditional positive regard towards a patient? (3marks)

(Multiple choice - Select the **THREE** correct answers)

- ☒ A. Personal biases or judgements about the patient's behaviour
- ☐ B. Maintaining professional boundaries
- ☒ C. Burn out or emotional fatigue
- ☒ D. Cultural misunderstandings between worker and patient
- ☐ E. Active listening skills

18. Which of the following are potential benefits for health care workers when they use person-centered skills in their practice

(Multiple choice- Select the **Three** correct answers (3marks))

- ☒ A. Improved therapeutic relationships with patients.
- ☐ B. Reduce professional boundaries with clients
- ☒ C. Increased job satisfaction and professional fulfillment
- ☒ D. Greater understanding of patients' experiences and needs
- ☐ E. Avoidance of emotional involvement with patients.

End of Paper

Reference List

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