

Clare Court Care Home

- Care homes provide accommodation and personal care for people who need extra support in their daily lives.
- Personal care which includes help with eating, washing, dressing, going to the toilet or taking medication.
- Also offer social activities such as day trips or outings.



What are the benefits of effective communication in a care home?

- Building Trust
- Preventing or Resolving Problems
- Providing Clarity and Direction
- Creates Better Relationship
- Increases Engagement
- Improve Productivity
- Promotes Team Building

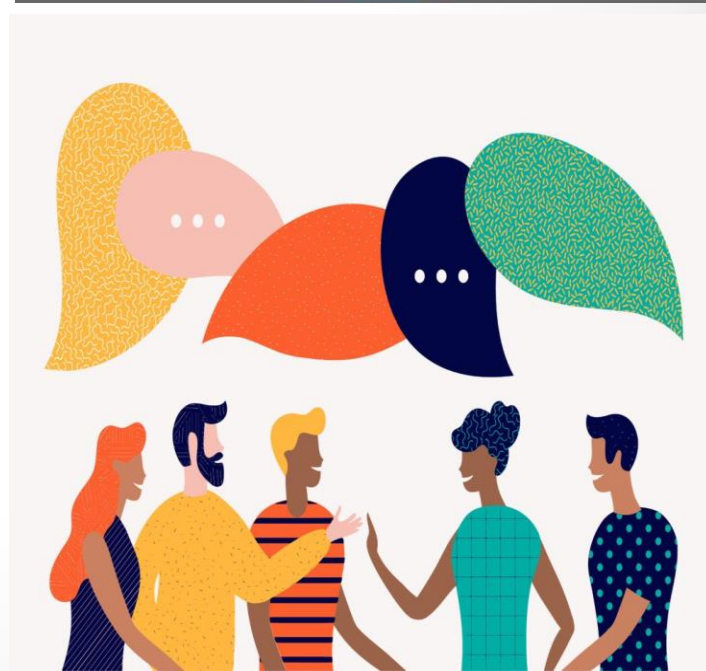
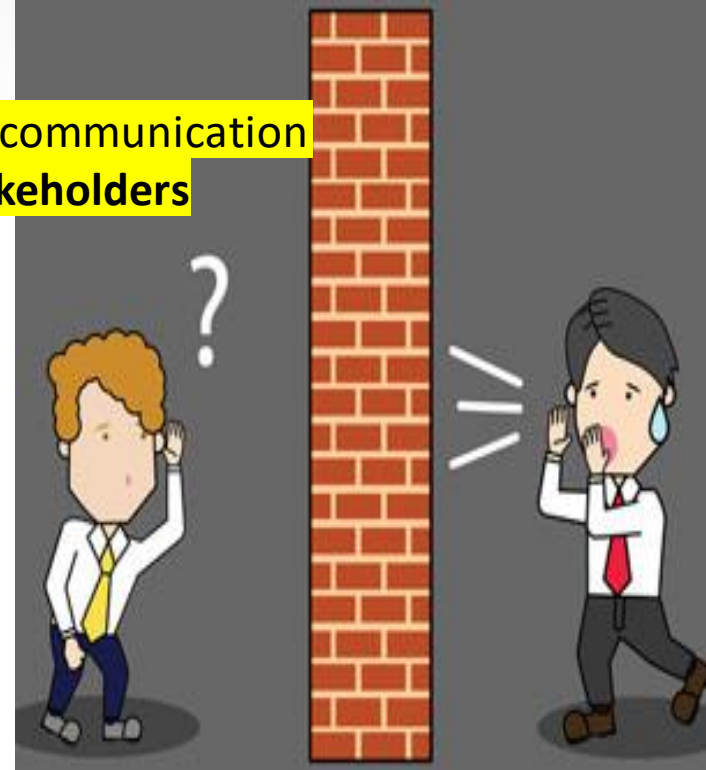


How should the organization use the theories relating to models of communication?

- **The Linear Model** (source encode noise channel source decode)
- **The Interactive Model** (sending through a channel such as letter, phone, computer).
- **The Transactional Model**



The types of **barriers** that can prevent effective communication between the organization and their **external stakeholders**



The channels of communication used in our organisation are:

- VERBAL
- NON-VERBAL
- WRITTEN
- FORMAL



Things we can use to improve our care home



- Evaluate our current communication strategy
- Streamline our communication
- Adopt a mobile app for team communication
- Give our employees a voice

Evaluation

Effective communication skills are vital to this organisation as it enables clear information and instructions on care needs. The provision of direct and indirect emotional support to both service user and families and colleagues. Also enabling development of positive relationships



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Teamwork Evaluation	Team responses.
Who was in your team?	Shahanara Bibi Roxanne Finn Roxana Lemnariu
What were the key strengths of your team?	Organization and Planning
What were the challenges that you overcame as a team?	We overcame not having much time in person to collaborate, but we overcame this by communicating on social media.
What would you do differently if you worked as a team again?	Identify your team's strengths and weaknesses. Create an effective atmosphere.
How would you rate your team working? Out of 10?	9/10