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Key Principles

- Communication is my chosen skills
- What Communication skills mean
- What does it involve in everyday practice?
- Where and how I developed this skill?
- Importance of Communication in professional practice
- How does it support: Safe and effective care, Good quality outcomes for service users

Benefits of Communication skills

- Service users / patients
- Staff and collection
- The organization
- What problem could occur if communication skills is not used effectively?

Communication (NHS ENGLAND, 2023)

Communication involves sharing information, ideas, opinions, and feelings between individuals in both verbal and non-verbal ways. For effective communication, it is essential to speak clearly, actively listen, and understand patients' needs, concerns, and preferences.

Writing and comprehension of information should be done with accuracy and clarity.

Empowerment helps service users feel confident, respected, and involved in decision-making, which promotes their independence.

(NICE,2021).



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Importance of Communication skills in professional practice

Communication support safe and effective care it reduces the risk of mistakes, errors and misunderstanding.

Communication leads to good quality outcomes for service users. It supports emotional wellbeing and reduces anxiety. It supports person-centred care. (Skills for Care, 2026).

It Facilitates the clear and accurate exchange of information.

Improves teamwork and collaboration

Creates an environment where staff feel valued and supported.
(NHS England, 2021).

Framework Used in Communication



SBAR Communication Tool

S

Situation

- Introduce yourself & clarify **who** you are speaking to
- Provide **basic details** of the patient and their location
- Briefly explain the situation and **why** you are calling

B

Background

- Give a **brief overview** of the patient, including relevant clinical details (avoid overloading the person receiving the handover with too much information)

A

Assessment

- Communicate **relevant clinical findings**
- Include vital signs, examination findings, relevant investigation results and your overall impression

R

Recommendations

- State what you would like to happen
- Ask if you should take any **further action**
- Clarify expectation of response

Applying this Skills in Practice

A resident with brain damage and a tracheostomy becomes confused and distressed during morning personal care. They may refuse support, pulling at their trachy tube. The situation requires calm, person-centered communication to keep them safe and maintain dignity.

Non-verbal communication

- Maintain a calm facial expression.
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- Keep your posture relaxed and non-threatening.
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- Approach from the front to avoid startling them.
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How Does Communication Support my Future Career?



The skill supports my future career by strengthening my professional identity, improving the quality of care I deliver, and preparing me the skill enhances my future career by strengthening my professional identity, improving the quality of care I provide, and preparing me for roles with greater responsibility. for roles with greater responsibility.



It prepares me for career progression like Care Coordinator or Support Worker in specialist services.

REFLECTION

Communication is one of my key strengths. As a Health Care Assistant (HCA) in care homes and domiciliary settings, I use calm and compassionate communication to support residents, especially those with challenging behavior or cognitive impairments. I confidently explain care tasks, listen actively, adapt my approach, and document accurately. My colleagues often rely on me during handovers for clear and professional communication of observations.



Conclusion

In conclusion, communication is essential in health and social care. I use my communication skills to build positive relationships with service users, families, and colleagues. By listening attentively and conveying empathy, I can provide safe, effective, and person-centered care tailored to individual needs.

As an HCA, I rely on verbal communication to share information during handovers and team meetings, while also employing non-verbal cues like eye contact and body language to show respect and professionalism. This approach fosters trust, enhances teamwork, and promotes effective communication.

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