

- Module Title: ***Professional Career Development within H&SC***
- Module Number: ***LCHS 4009 (LON)***
- Assignment No: ***ASSIGNMENT 1***
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- Lecturer's Name: ***Christopher mafuva***

Acknowledge use of AI

On this page state whether you have or have not used AI.
Include the AI source if you have!

Introduction

Hello, my name is Ehssan, today I will be talking about communication in health and social care, i will explain its importance and link it to different types of communication and the strategies of how people use communication in health and social care.

What is your chosen skill?

The skill that I have chosen is **Communication**

- *Sharing communication clearly and effectively*
- *Helps build trust and understanding with patients and colleagues*
- *Involves listening, speaking, writing and body language*
- *Listening to patients needs and concerns*
- *Maintaining clear patient records*
- *Building trust and professional relationships*
- *Working in health care environments in the past*

Importance of (*write the skill here*) in professional practice

Why is this skill essential for people working in health and social care?

- Ensures safe and effective patient care
- Reduces misunderstanding and errors
- Builds trust and good relationships

Communication benefits patients by

- Feeling heard and involved in their decisions
- Receiving clear information about their care

If there is poor communication it can lead to

- *Mistakes*
- *Delays in treatment and poor patient outcomes*
- *Reduces the trust between patients and the healthcare practitioner*
- *(NMC, 2018; NHS England, 2024)*

Model or framework linked to your chosen skill

Gibbs reflective cycle

- A framework that helps professionals reflect on experiences

Improves their practice

Stages of Gibbs reflective cycle:

- **Description.** –what happened
- **Feelings-** what were the feelings
- **Evaluation-** what went well and what did not go well
- **Analysis-** what can be learned from this experience
- **Conclusion-** what could you have done differently
- **Action plan-** how will you improve in the future

Applying communication in practice

Adult nurse working in a hospital setting

A patient is feeling anxious before a medical procedure and is worried about what will happen

How i would use communication:

- listen actively to the patients concerns and show empathy
- Using a calm tone and the appropriate body language
- Answer the patients questions and concerns

The impact on care and outcomes:

- Reduces the patients anxiety and improves experience
- Builds trust between nurse and patient
- Improves patient safety by ensuring information is understood

Communication allows me to provide person-centred care and builds trust with patient (royal college of nursing, 2023)

How does communication support my future career?

How communication supports my future career

- Communication improves teamwork and the quality of care provided
- Employers value strong communication skills in healthcare professionals
- It helps me work effectively, within a healthcare team and support patients needs

Reflection:

- Communication is one of my strengths because i can listen and support others
- Developing this skill will make me become confident in professional situations

Conclusion

- Communication is an essential skill in health and social care
 - Helps professionals builds trust, provide safe care and support positive patient experiences
 - Developing strong communication skills will help me become effective and compassionate

References List

Royal college of nursing (2023), communication in nursing. London: RCN.

Nursing and midwifery council (2018) The code: professional standards of practice and behaviour for nurses, midwives and nursing associates. London:NMC.

Assignment 1 – MARKING

1) Evidence of research

- A minimum of two sources of published information must be included and be correctly referenced using UWTSD Harvard referencing style.*

2) Knowledge and Understanding Skills

- Students need to demonstrate an understanding of the chosen skill.*

3) Analytical and Cognitive Skills

- Students need to coherently structure their presentation and expand on the points made in their slides.*
- Students need to justify the relevance of the skill in relation to professional practice within health and social care.*

4) Practical skills

- At least one practical example of how a chosen key skill(s) can be used in a chosen job role (for example, understanding how effective communication can impact patient care)*
- Students should include one relevant model relevant to a chosen key skill (for example, Tuckman's model of team development or Fishbone, etc)*

5) Transferable Skills for Life and Professional Practice

- Presentations should be engaging in their design, organisation and style.*
- Students should use a professional tone to present and answer any questions from their assessor*