

Sadiya Islam

243567

Certificate of higher education skills for the workplace  
(health and social care)

LCHS4009

Anika Tahsin Ahmed

# What is Communication?

- Sharing information clearly and effectively
- Includes verbal and non-verbal communication
- Active listening is important

# Why Communication is Important

- Builds trust with patients
- Prevents misunderstandings
- Improves patient safety
- Supports teamwork

# Professional Importance

- Required in daily care tasks
- Helps understand patient needs
- Supports person-centred care
- Maintains dignity and respect

# Practical Example

- Listening carefully to a patient describing pain
- Using simple language
- Checking understanding
- Recording information accurately

# Conclusion

- Communication is essential in health and social care
- Improves quality of care
- Ensures safety
- Builds positive relationships

# References

NHS England (2023)

Communication and patient care.

Available at: <https://www.england.nhs.uk>

Skills for Care (2022)

Communication skills in health and social care.

Available at: <https://www.skillsforcare.org.uk> .