

**Module Title: Professional Development
within Health and Social Care**

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Component 1

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Introduction - Communication

Definition:

According to Carrington College (2019), is a two-way process of transmitting information, ideas, thoughts, and feelings between individuals using verbal and non-verbal methods.

Explanation:

Clear communication guarantees that people obtain the that meets their requirements and remains consistent throughout their healthcare journey.

Communication in health and social care encompasses:

- Verbal exchanges
- Non-verbal communication, such as facial expressions and body language
- Communication in writing
- Listening attentively

The Significance of it:

- In the fields of health and social care, effective communication is crucial since it
- Fosters trust between service users and patients
- Guarantees the provision of precise and safe care
- Encourages person-centered care and dignity (Carrington College, 2019).

Why this skill matters in health and social care?

Patient safety

- Ineffective communication can result in:
- Errors in medication
- Inconsistent recording
- Misdiagnosis due to poor listening and rushed conversations
- Failures in safeguarding
- Accurate communication lowers risk and enhances care quality Professional standard
- Clear communication is a professional necessity under the Code of Conduct, according to regulatory authorities like the Nursing and Midwifery Council (Birdie, 2024).

Multidisciplinary teamwork

In health and social care, cooperation is required between:

- Nurses
- Social workers
- Support workers
- Doctors

Coordinated and consistent treatment is ensured by doctors and support staff communicating effectively.

Ethical practice

Effective communication facilitates:

- Consent that is informed
- Respect for autonomy
- Maintaining confidentiality

Relevant Model or Theory

What is SBAR?



Example:

- **Situation:** Mrs. Jallow has a high temperature
- **Background:** She had surgery yesterday
- **Assessment:** Her temperature is 109 and rising
- **Recommendation:** She needs urgent medical care

It is a common organised communication method in medical environments.

Why is it useful in practice?

- Minimises miscommunications
- Encourages awareness
- Enhances patient security
- Gives younger staff members more self-assurance

To increase safety, NHS England encourages the use of structured communication methods (Cipherhealth, 2019).

Practical Example in a Real Job Role

Job Role: Support Worker/ Care Assistant

Scenario

An elderly dementia patient loses their temper and refuses to take their medication.

The Problem

The resident is puzzled and thinks their medication is harmful. (CHCM, 2023)

How Communication is Applied

- Make use of smooth body language and a calm tone
- Maintain eye contact
- Use straightforward wording
- Hear their concerns/worries
- Slowly explain the purpose of the medication
- When appropriate, provide options

Use the principles of person-centred communication.

Outcome

- The resident receives comfort and feels heard
- Trust is upheld
- The administration of medication is done safely
- There is less emotional disturbance

This illustrates how communication immediately raises the standard of treatment.

Personal development and Employability

My Strengths

- A sympathetic hearing system
- Under pressure, remain composed
- Strong communication abilities (CHCM, 2023).



Communication between members of the multidisciplinary team is essential in health and social care. The support worker has a definite role and responsibility in ensuring effective communication takes place. Consequently, the relevant parts of the Code of Conduct for Healthcare Support Workers and Adult Social Care Workers in England will be emphasized (Skills for Care and Skills for Health, 2013).

Personal development and Employability Pt. 2

Areas for Development

- Boosting self-assurance during challenging discussions
- Creating better organised communication (using SBAR)

Career Goal

Enhancing communication will benefit one seeking a job in health and social care in the following way:

- Gain more self-assurance in my career
- Develop your ability to operate in a team
- Encourage the growth of leaders
- Improve patient outcomes

Action Plan

- Attend workshops on communication skills
- Use SBAR in my current or future position situations
- Ask supervisors for their opinions
- Regularly consider my encounters (CHCM, 2023)

Conclusion

- In the profession of health and social care, communication is an essential ability. It promotes ethical treatment, professional standards, patient safety, and productive cooperation.
- Healthcare workers' confidence, lucidity, and mistake rates are all increased when they use structured tools like SBAR.
- In practical settings, good communication fosters trust, lessens anxiety, and guarantees the safe provision of care, particularly when assisting vulnerable people like dementia sufferers.
- Building effective communication skills enhances professional competence and employability in addition to improving patient outcomes.
- My long term professional objectives in health and social care will be supported as I continue to hone this ability by introspection, constructive criticism and organised practice.
- Ultimately providing safe, considerate, and person-centered care is what great communication is all about, not only sharing facts.

References

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