



**Prifysgol Cymru**  
Y Drindod Dewi Sant  
**University of Wales**  
Trinity Saint David

## **BMHP3003 – Care in Communication**

Student Name: OPHELIA KWARTENG

Student Number: 2406439

### **Instructions to Students**

You have 45 minutes to complete this paper.

Write clearly and concisely.

Answer all questions in the spaces provided.

Marks will be awarded for understanding, clarity, and application of counselling theory and skills.

If you include literature to support your answers, provide the citation within your response and list the full reference at the end of the paper on the page provided.

## **Section A – Paraphrasing**

**1. Which of the following best describes paraphrasing in a counselling context? (1mark)**

*( Multiple Choice – circle **one** correct answer)*

- A. Repeating the client's exact words to show attentiveness
- B. Offering an interpretation of the client's unconscious feelings
- ☒ C. Restating the client's message in your own words to show understanding
- D. Summarising the whole session at the end

**2. Explain two reasons why using paraphrasing skills in a health care worker-patient relationship is part of effective communication. (3 marks)**

*( Write around 2–4 sentences and include a citation)*

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Paraphrasing help to reflect

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**3. Write out a counsellor's paraphrasing response to this client statement: (2marks)**

Client: "I feel like no matter what I do, my boss always finds fault. It's exhausting trying to please her."

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It feels like she been ignored.

**Section B – Summarising**

**4. When is summarising most appropriately used? (1 mark)**

*( Multiple Choice – circle one correct answer)*

- A. Only at the end of the final session
- B. After silence
- ☒ C. At key transition points and to close a session
- D. Whenever unsure what to say

**5. Explain two differences between paraphrasing and summarising counselling skills: (3 marks)**

*( Write around 2–4 sentences and include a citation)*

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**6. Write out a summarising statement - include the patient's feelings, thoughts and content to this scenario: - (4 marks)**

"Mrs. Jones had a stroke six weeks ago and has been in her house ever since. Mrs. Jones tells you that she feels isolated and lonely since having the stroke and that she is unable to leave the house alone. Even though

her GP has told her that her medication is at the correct dose, and she should feel fine, Mrs. Jones worries that she may feel dizzy walking on her own out of the house and may fall. She would like to have support in leaving the house and would like to attend a stroke support group.

Is all about Mrs. Jones has  
been in the house struggling with  
stroke and need a carer to help her when  
leaving the house, alone to go outside for support  
group / a walk / shopping  
on her own, scared she will fall even  
though she is on a correct dose on  
her medication as she felt dizzy  
when leaving her house.

**Section C – Questioning Techniques** (1 mark)

**7. Which question encourages exploration?**

(Multiple Choice – circle one correct answer)

- ☒ A. Closed  
B. Leading

C. Open

**8. Describe the difference between a closed and open-ended question used in counselling. (3 marks)**

*(Write around 2–4 sentences and include a citation)*

Open ended is when you  
finished with counselling

**9. Write a clarifying question to help the counsellor strengthen the understanding of the client's statement: (1mark)**

"I've just had enough of everything; I don't even know what I want anymore."

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**Section D – Attending Skills (5marks)**

**10. Write out what SOLER stands for:**

S \_\_\_\_\_  
O \_\_\_\_\_  
L \_\_\_\_\_  
E \_\_\_\_\_  
R Relevant

**Interpersonal communication is the exchange of information, feelings and meaning between 2 or more people through verbal and nonverbal communication.**

**11. List 2 ways that verbal communication can take place between a health care practitioner and patient. (2 marks)**

Sitting up straight

Eye contact

**12. List 1 way that written communication can take place between a health care practitioner and patient. (1 mark)**

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**Section E – Reflecting Feelings (1mark)**

**13. Reflection in counselling primarily aims to:**

*( Multiple Choice – circle one correct answer)*

- A. Advise the client on what to do next
- B. Repeat the client's exact words
- ☒ C. Show understanding by repeating back to the client's feelings
- D. Interpret the client's unconscious motives

**14. Which of the following best represents a reflection of feeling?**

**(1mark)**

*( Multiple Choice – circle ONE correct answer)*

- ☒ A. "It sounds like you're angry because your friend ignored you."
- B. "Why did your friend ignore you?"
- C. "Your friend ignored you."
- D. "That's not a big deal if someone ignores you."

**15. Which ONE of the following is not an example of a feeling word?**

**(1mark)**

*( Multiple Choice – circle one correct answer)*

- A. Sad
- B. Confused
- C. Comfortable
- ☒ D. Explaining

**16. Draw a line connecting each client statement to the corresponding feeling word. (4marks)**

| Client Statements                                                               | Feeling Words                                  |
|---------------------------------------------------------------------------------|------------------------------------------------|
| "I can't stop crying since it happened." <input checked="" type="radio"/> C     | A. Angry <input checked="" type="radio"/> A    |
| "I finally stood up for myself." <input checked="" type="radio"/> D             | B. Relieved <input checked="" type="radio"/> B |
| "I don't see the point in trying anymore." <input checked="" type="radio"/> A   | C. Sad <input checked="" type="radio"/> C      |
| "I've been sleeping better since we talked." <input checked="" type="radio"/> B | D. Proud <input checked="" type="radio"/> D    |

### **Section F – Effective communication**

**17. Which of the following factors may act as a barrier to a health care worker demonstrating unconditional positive regard towards a patient? (3marks)**

(Multiple choice - Select the **THREE** correct answers)

- ☒ A. Personal biases or judgements about the patient's behaviour
- ☐ B. Maintaining professional boundaries
- ☒ C. Burn out or emotional fatigue
- ☒ D. Cultural misunderstandings between worker and patient
- ☐ E. Active listening skills

**18. Which of the following are potential benefits for health care workers when they use person-centered skills in their practice**

(Multiple choice- Select the **Three** correct answers (3marks))

- ☒ A. Improved therapeutic relationships with patients.
- ☐ B. Reduce professional boundaries with clients
- ☐ C. Increased job satisfaction and professional fulfillment
- ☒ D. Greater understanding of patients' experiences and needs
- ☒ E. Avoidance of emotional involvement with patients.

**End of Paper**

## Reference List

This image shows a single sheet of white paper with horizontal blue or grey ruling lines. The lines are evenly spaced and run across the width of the page. There are approximately 20 lines visible. The paper appears to be a standard notebook page or a sheet of stationery. There is no handwriting or other markings on the page.