



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

BMHP3003 – Care in Communication

Student Name: Tiffany Jade Bevan

Student Number: 2418560

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)

I believe using paraphrasing skills in a health
care-worker-patient relationship is effective
communication because it shows in your words
that you fully understand what they have said.

That you want to check that the information they
have said is also correct.

Repeating back the information so that they also
remember what they have said (Nelson-Jones, 2013).

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."

It sounds like to me that you feel like
no matter what you do, your boss always finds
a fault and you feel exhausted trying to
please her, is that correct?

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)

Differences.

Paraphrasing- It's the Patients words you listen to
but repeat back in your own words.

~~Paraphrasing~~ Summarising is gathering all the information at
the end and making sure you've got everything.

(O. Toole, 2024).

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.

So from what you have told me today Mrs Jones
is that since you stroke 6 weeks ago you haven't left your
house since and its making you feel isolated and lonely. ^{is that correct?} Also, Since
having the stroke your gp has given you medication that is the
correct dose and should feel fine but you worried that you may
feel dizzy walking by yourself and may fall from this, am i right?
It says here that you would like support in leaving the
house and would like to attend a stroke support group
have i got everything right?

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)

A closed question is when there is a yes or No answer.

An Open-ended question is where you can explore with the question. (Egan, 1990). to gather more.

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

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

Let me just clarify you ~~didn't~~ have had
enough of everything and you don't know
what you want anymore.

Section D – Attending Skills (5marks)

10. Write out what SOLER stands for:

S itting Squarley

O pen Posture

L eaning in

E ye Contact

R elaxation

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)

Hand gestures, facial movements, volume when speaking

Head bobbing (yes or no) Showing Understanding

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

Emails, messages, Sign boards.

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."	A. Angry
"I finally stood up for myself."	B. Relieved
"I don't see the point in trying anymore."	C. Sad
"I've been sleeping better since we talked."	D. Proud

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 ~~X~~ *X wrong*
- 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

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