

Communication Skills in Health and Social Care

Assessment Component 1: presentation

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What is Communication?

- Communication is the process of sharing information, thoughts and feelings between people.
 - It includes:
 - Verbal communication (speaking)
 - Non-verbal communication (body language and facial expressions)
 - Written communication (care records and reports)
 - Listening skills
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Why is Communication Important?

Good communication:

- Builds trust and positive relationships
- Helps provide person-centred care
- Reduces misunderstandings and mistakes
- Improves teamwork between professionals
- Supports patient safety and wellbeing

Practical Example

- A healthcare assistant is caring for an elderly patient who has hearing difficulties.
- The healthcare assistant:
- Speaks clearly and slowly
- Faces the patient while speaking
- Uses simple language
- Checks the patient understands
- Records important information for the nursing team
- Outcome:
- The patient feels respected and understood.
- Care is safer because information is shared correctly.

Benefits for Professional Practice

Effective communication helps professionals:

Work successfully in multidisciplinary teams

Resolve problems quickly

Build patient confidence

Maintain confidentiality and professionalism

Deliver high-quality care



Conclusion

- Communication is one of the most important skills in health and social care.
- It helps professionals:
- Build relationships
- Keep patients safe
- Work effectively with colleagues
- Deliver compassionate, person-centred care
- Developing strong communication skills leads to better experiences and outcomes for everyone involved.

reference

- <https://www.england.nhs.uk/publication/good-communication-with-patients-waiting-for-care>
- <https://www.skillsforcare.org.uk/Home.aspx>