

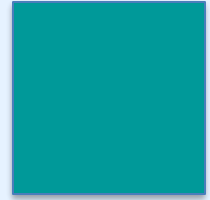
Communication Skills in Health and Social Care

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Course:

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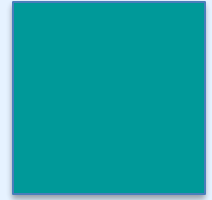
What is Communication?



- • Sharing information, ideas and feelings
- • Includes verbal, non-verbal, written communication and listening
- • Essential for effective care

Reference: <https://www.nhs.uk>

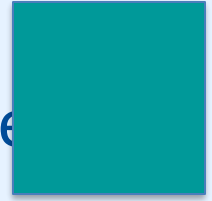
Why is Communication Important?



- • Builds trust
- • Reduces misunderstandings
- • Improves teamwork
- • Helps people feel respected and supported

Reference: <https://www.hcpc-uk.org>

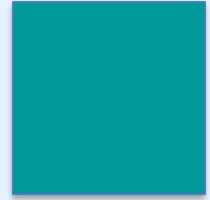
Communication in Professional Practice



- • Used with patients, families and colleagues
- • Requires clear, respectful communication
- • Active listening and empathy improve care

Reference: <https://www.skillsforcare.org.uk>

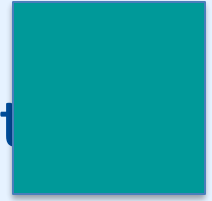
Practical Example



- If a resident seemed upset, I would listen carefully, speak calmly, reassure them and report concerns when appropriate.

Reference: <https://www.rcn.org.uk>

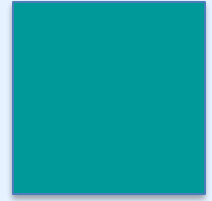
Personal Development and Employability



- • Professional communication
- • Teamwork skills
- • Handling difficult situations
- • Supporting service users effectively

Reference: <https://www.skillsforcare.org.uk>

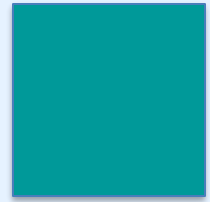
Conclusion



- Communication is a key skill that helps provide safe, respectful and effective care.

Reference: <https://www.nhs.uk>

References



- NHS – <https://www.nhs.uk>
- HCPC – <https://www.hcpc-uk.org>
- Skills for Care –
<https://www.skillsforcare.org.uk>
- RCN – <https://www.rcn.org.uk>