



The importance of communication in health and social care

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Defining communication



Communication can be verbal, non verbal and written communication



Communication is very important for understanding patient's needs



Helps build trust and professional relationships

Importance for professional practice

Effective communication is very important between healthcare workers and patients

Promotes patient safety

Helps build relationships

Supports person centred-care by making sure service users are involved in decision making.

Reduces complaints and safeguarding concerns

Promotes teamwork

NHS England (2022). States that communication is essential for patients to participate in their own health care

Applying Communication theory to practice

Communication must be adapted to individuals needs

Communication theory (2024). States that Language barriers are an element of the transactional model and they must be recognised and managed properly as differences in cultural norms can lead to misinterpretations.

Non verbal communication reinforces trust, eg : face expressions and tone can either build or destroy trust

The Mandatory Training Group . (2025). States that person-centred care requires healthcare professions to listen actively and show respect and empathy

Practical application in care setting

- Communication is a professional requirement in health and social care
- If supporting patients with dementia, you need to use simple words to talk to patients and allow time for response
- Maintain good eye contact and calm tone
- Observe non verbal cues such as facial expressions to assess understanding.
- Ask simple questions to avoid confusion
- Social Care Institute for Excellence (2024). Suggests that the setting must think of ways to communicate with elderly patient with hearing impairments or limited sight

Critical Reflection on impact



Poor communication can lead to harm eg: medication errors, safeguarding failure and loss of trust



Professionals have a responsibility to communicate effectively with patients



Reflective practice and training helps improve communication



Improves quality of care

Conclusion



Communication is essential for effective care and professional standards



It also improves outcomes for patients



It builds trust



Improves safety of patients and workers



Online Learning College. (2024). States that communication is essential for delivering high quality care



Allows safety and compassion in healthcare



Supports informed consent



Reduces complaints and strengthens leadership

References

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