

# Shc 31 answers essay



**ASSIGN  
BUSTER**

Identify the different reasons people communicate ? To reflect their immediate requirements and meet their needs. ? To socialise with others. ? To build relationships and understanding of peoples thoughts. ? To improve communication skills, knowledge to learn and develop. ? To express their concerns, state of mind ? If they are happy or sad. Explain how communication affects relationships in the work setting

You must be able to understand what the person requires, act on it from the initial information until the matter is concluded, pass on the information to the relevant person/s to ensure the patient's needs are met, this process takes time to have faith in your colleagues, to challenge them if you feel the right information or task has not been acted on correctly, it takes time to build these relationships, it is a learning process and knowledge can be gained for the benefit of all concerned.

The more you get involved in communication, meetings and discussions the better for all it will get you out of some awkward situations, and avoid arguments. Incorrect information acted on can have a devastating effect on the patient's wellbeing as well as relationships with colleagues. If you try to build better relationships with colleagues it will help prevent misunderstandings with each other, ensure the correct information is passed on to the relevant people, resolved correctly and thus helped the patients. Has the information from the patient been understood and passed on correctly.

Describe the factors to consider when promoting effective communication  
Good understanding / interpreting of the person concerned and passing on

their needs and concerns in an effective way to ensure they have the best care that is relevant for their wellbeing and progression, you may have to consider their age maybe the person has a hearing aid or is partially sighted. If it was a child they might not be able to communicate effectively or express their needs are there colleagues or family members that may be able to interpret what they want in a more effective way?

Do you speak the same language/dialect, maybe a relative of theirs can translate for you or get a translator, and does the person have a hearing disability? do they understand sign language or lip read? , signs, symbols could also be used to communicate effectively, maybe the person has poor sight, do their glasses and correct lighting help take time and have patience when you come into contact with someone who has trouble with communication. Make sure you speak clearly, slowly and precisely and look at them to show your interest in what they are

Trying to say. How has their medical condition influenced their communication skills, maybe they have had an operation that has made it hard for them to understand or express Their needs such as a stroke, head injury or operation are some of the things to consider. Is it too noisy dark or too bright in the room for them are they in a lot of pain or too tired to understand or express their needs effectively. Explain how people from different backgrounds may use and/or interpret communication methods in different ways

People from different backgrounds may understand a gesture, command or sign in a different way to you, try to interpret and understand their needs,

other professionals may be able to help or steer you in the right direction, such as colleagues, speech and language therapists, interpreters, family, you could use visual aids such as signs, pen and paper, picture boards, sign language, or electronic translator, use every option available to you is necessary to achieve your objective. Identify barriers to effective communication ? Language ? Age ? Sight ? Hearing ability ? Eye contact Tone of voice ? Speaking too softly ? Mumbling ? Speaking too fast ? Gender ? Being aggressive ? Culture ? Bad lighting ? Distractions ? Background noise ? Pain Explain how to access extra support or services to enable individuals to communicate effectively There are various services that can improve communication. Occupational Health Professionals / Language specialists can be accessed through the ward manager by email text or the various NHS websites, but in my case there is a weekly team meeting where we have direct access also I am lucky to work on a ward where these specialists are based.

Patients relatives are usually approachable and know the patients preferences, likes and dislikes and preferred method of communication, the use of picture boards, patients can also be referred Sign language specialists. Social Services to meet their requirements when sent home and they also have access housing services. Explain the meaning of the term confidentiality Information received from someone else I. E. the patient should not be passed on to third parties without the consent of the person that the information was initially received from, as per the data protection act 1998 states this also includes, electronic, verbal, documents, and includes every form of storage of information received or passed on. 1. 1 1. 2 2. 2 3. 1

3. 2 3. 5 Identify the different reasons people communicate ? To reflect their immediate requirements and meet their needs. ? To socialise with others. ? To build relationships and understanding of peoples thoughts. ? To improve communication skills, knowledge to learn and develop. ? To express their concerns, state of mind ? If they are happy or sad. Explain how communication affects relationships in the work setting

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