Promote communication in health, social care essay sample

Sociology, Communication

1. 1 Identify the different reasons people communicate

The different reason people communicate is to show pain, anger, joy, love etc. It is important for people communicate so their views, wishes and information gets across. The communication could be formal or informal. Documentation and record keeping is important in the social care sector as this information may be used for legal reasons. All communications is confidential and are on a " need to know" basis. Communication between colleagues and other healthcare professionals is essential, as it ensures continuity of care. It also shows staff are aware of the current needs of the client.

1. 2 Explain how communication affects relationships in the work setting

Within the care sector I communicate with colleague during handover, using the communication book, appointment diary, one to one and at staff meetings with my line manager. It is important to use effective communication as it ensures that information is clear, concise, accurate, non-judgmental and informative. This reduces the possibility of miss laid information and ensuring appropriate care service delivery. It is important to work as a team, so that we all work to achieve the same goals, outcome and targets.

2. 1 Demonstrate how to establish the communication and language needs, wishes and preferences of individuals

I can establish an individual's preferred communication methods by asking them but if they are unable to tell you I would reading their care plan,

speaking to their relatives and friend, ask colleagues, speak to their social worker, doctor or read their medical notes.

2. 2 Describe the factors to consider when promoting effective communication

I would need to be aware of culture differences between me and the person I am communicating with. For example in the Jewish culture the man are not allowed to shake or touch a women's hand unless it is his wife or close relative.

2. 3 Demonstrate a range of communication methods and styles to meet individual needs

Giving eye contact when communicating

Communicate at their level, (I would not stand and talk to a service user while they are sitting down) Talk in a quiet place

Adjust the room temperate (open widows, put on the heating, put on air conditioning etc. Sit closer to the person you are communicating

with Maintain a professional approach when communicating

2. 4 Demonstrate how to respond to an individual's reactions when communicating

It is important to observe individuals reactions when communicating as it inform me as to how they are feeling at that time. They may be upset, and need reassurance, they may be agitated, and need time to ' cool down'. As a support worker, it is my responsibility to know the clients I work with, as I will

be able to interpret their reactions to communication and then offer support if needed.

3. 1 Explain how people from different backgrounds may use and/or interpret communication methods in different ways

In different cultures we use the same gestures but can mean a different thing. For example in the English culture if we agree with something we nod our head back and forth, where as in the Asian culture nodding your head back and forth means you disagree.

3. 2 Identify barriers to effective communication

Sensory deprivation- Some people cannot receive or pass on information because they have an impairment to one or more of their senses, most commonly a visual or a hearing disability. Foreign language- When someone speaks a different language they may not be able to make any sense of information they are being given by someone. Jargon- In the social care field a lot of technical language is uses, service users may not be able to understand. For example a support worker tells a client that the DN will come to see them on Monday, abbreviations should be avoided when communicating important information as the service user may interpret the information wrongly. Slang- When a service user uses language that's not in everyone's daily vocabulary. For example " I have a problem with my water works". This can mean their plumbing system is broken but can also mean they have a problem going to the toilet

Sensory impairment- deafness, blindness or both)

Religion- men or women not permitted to communicate with the opposite

sex Health issues- Mental ill health like Dementia)

Background noise- Radio, television, other people, machines) Emotions-

Difficulty in being able to listen to others)

Stress Failing to recognise what is happening)

Strong accents- From a different part of England that you find difficult to

understand

3. 3 Demonstrate ways to overcome barriers to communication

The way I would overcome barriers to use effective communication would be

to speak to the individual and find out their preferred communication

methods, as well as checking the care plan, speak to relatives, check

medical notes and asks colleges etc. I will communicate my findings with my

colleagues and write my findings in the care plan. I would take into account

the persons beliefs, religion and their culture. I could also overcome barriers

to effective communication by; Giving eye contact when communicating

Communicate at their level, (I would not stand and talk to a service user

while they are sitting down) Talk in a quiet place

Adjust the room temperate (open widows, put on the heating, put on air

conditioning etc. Sit closer to the person you are communicating

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3. 4 Demonstrate strategies that can be used to clarify misunderstandings

I would clarify misunderstanding by;

Use Open Questions – This type of questioning is generally used because it encourages a full answer. Ask questions that cannot be answered with " yes" or " no". Use Closed Questions – This type of questioning only requires a brief answer and is usually linked with factual questioning that requires a " yes" or " no" answer. Listen – It is important to listen carefully so you can respond to what people say. Observe Body Language – This is a very powerful form of non-verbal communication. It is shown by the way we stand, how we place our hands or arms, make gestures and facial expressions. Touch – Touch is the most used non-verbal communication. An example is when we shake hands at a first meeting. The way we handle individuals can be a positive way of communicating. We communicate when we lift an individual's leg or move them. Appropriate Silences – These are important so the other person has time to respond. Observe Behaviour Patterns – Behaviour demonstrates how people react to a situation or person.

3. 5 Explain how to access extra support or services to enable individuals to communicate effectively

Translators- This service helps to change the written text from one language to another Interpreters- This service helps to covert a spoken language to another spoken language Speech and language specialists- This service supports people that have had a stroke or with people who have a speech impairment Advocacy services- This service helps people who are unable to speak up and made decisions for themselves. The service will try to

understand the person's needs, wishes and preference and will argue on their behalf. 4. 1 Explain the meaning of the term confidentiality

Confidentiality means to not share personal information about someone without their knowledge and consent. Ensuring that written and electronic information cannot be accessed or read by people who are not authorised.

It is important when keeping Confidentiality that;
Clients may loses trust in a person who does not keep information confidential Clients may not feel valued or able to keep their self-esteem if their private details are shared with others. Client's safety may be put at risk if details of their property and habits are shared publicly

4. 2 Demonstrate ways to maintain confidentiality in day-to-day communication There are policies and guidelines to ensure I am working in line with the procedure, these are: Confidentiality of Personal information Act 1988

Data Protection Act 1998

4. 3 Describe the potential tension between maintaining an individual's confidentiality and disclosing concerns If a service user is at risk of harming themselves or others that confidentiality cannot be kept, this will need to be communicated to the relevant professional bodies. I would communicate this to the service user and I would explain why it is my responsibility to do so.