

Principles of communication in adult social care essay sample

[Sociology](#), [Communication](#)



1. 1- People communicate in many different way e. g verbally, hand gestures and many more. Reasons why people communicate in different ways is to make sure that they can be understand it what is trying to be said, the point that is trying to be made or instruction that need to be told. This is important in social care due to the clients possibly having learning difficulties or hearing problems. So it's vital that your able to communicate in social care for the circumstances you can be in. 1. 2- If there is a problem in communicate due to the fact of having a learning disability, hearing problem or speech problem, it can cause frustration to the person who is unable to express themselves or identify problem. This can cause frustration, aggressive behaviour or confused. This can cause a breakdown in communication and therefore hindering the relationship and further communication. In social to have the trust and being able to communicate with each other is a must need.

2. 1-Get back ground information from line manager so when introducing yourself to the client making sure you understand the needs being as understanding and supportive as can be. Ask the client and family how they would feel about certain issue that they need in term of communicating e. g verbally (spoken slowly or loudly), Written down for them to read and possibly hand gestures. Being adaptable is important. 2. 2- When promoting effective communicating is to listen and understand the client's needs and their opinion about their needs. As they may not be happy with the methods being used, so making sure they are comfortable, positive and encourage the client. 2. 3- Non-verbal communication is a broad term used to describe any method of transferring information without words. Common forms of

nonverbal communication include body language and facial cues. Tone of voice-concerns the emotional message being conveyed alongside the spoken words. Verbal communication Vocabulary,

words and different languages

Tone of voice Pitch (for example, high or low)

Pitch of voice-concerns the high and low sounds of one's voice. Speaking in a low voice can be calming and soothing but in a high pitch can sound unpleasant to listen to. The special methods can include British sign language (BSL) for the deaf. Communication style may include: Assertive- Being assertive means that you express yourself effectively and stand up for your point of view, while also respecting the rights and beliefs of others. Being assertive can also help boost your self-esteem and earn others' respect

2. 4- It is important to respond to an individual's reaction when communicating as that promotes further communication as well as respect, trust and an understanding . Also if there is a misunderstanding it can clear any problems that could occur.

3. 1- Individuals from different backgrounds will use the different types of communication for example, Non-verbal communication

Eye contact

Signs, symbols or pictures

Writing

Using objects

Touch

Physical gestures

Body language and emotions

Lip reading

Not being able to speak the same language does not mean you are not able to communicate so for those reasons listed above non-verbal is a great way to communicate. A word does not have to be spoken and can still be understood. Another positive for being able to communicate in different ways and why it is important in a role of a career. 3. 2- Barriers to communication are Sensory impairment (for example, deafness, blindness or both) Culture (for example, speaking different languages or poor English) Religion (for example, men not permitted to support females with personal care) Health issues (for example, mental ill health like Dementia) Background noise (for example, radio, television, other people, machines) Emotions (for example, difficulty in being able to listen to others) Stress (for example, failing to recognise what is happening) Strong accents (for example, from a different part of England that you find difficult to understand)

Specialist communication techniques (for example, sign language is used)

Prejudice (for example, allowing your beliefs to pre judge a situation)

3. 3- There are times when we need to adapt our communication style to meet the needs of individuals and use aids to help them enhance their communication. The important thing is to identify where there is a barrier, then you can work out how best to overcome it. Discuss with your supervisor

/ manager the individuals you will regularly work with and whether there are any known communication barriers. This will enable you to consider your skills in this area and whether you need to undertake some training and development activities to improve your skills in this area.

3. 4- It is easy to assume that everything is ok and that people are happy if they do not challenge or question what is happening but this may well be because they have not heard or understood what is happening or they simply do not want to make a fuss. Sometimes a simple “ thumbs up” will help to check everything is ok. Also asking them is there is a any issues and that they understand what has been asked or said to them. This should iron out any misunderstandings. 3. 5- There will be lots of different types of support and services that can help you and the individuals you support to improve your communication skills. Some of these services are: Translators

Interpreters, sign language and lip speakers

Speech and language specialists

Advocacy services

There are lots of voluntary organisation organisations who can provide these services. Simply just asking my supervisor / manager, colleagues, trainers, friends and family what communication support services they are aware of.

4. 1-

It is my responsibility to adhere to my employer’s policy on confidentiality, i should ask to see the policy and familiarise yourself with it. This policy should cover many aspects of your work, including disclosure of information

to internal and external sources. It is important that information is only shared with people “ who need to know”. If i am uncertain whether a person has a right to access information and is requesting information from you, i will always check with my supervisor / manager.

4. 2- These are some ways you can avoid breaching confidentiality: Do not leave personal information on individuals you support, like medical records, care / support plans or risk assessments, family contact details etc.

unattended in an office working environment. Records should be locked safely away or kept in a safe, easy to access place in an individual’s room or home.

These are some simple rules to avoid some of the most common breaches of confidentiality:

Do not leave computers on or allow other people to use your passwords.

Do not conduct conversations (including telephone conversations) about the individuals you support or any aspect of your work, in a public place or anywhere you can be overheard.

Do not disclose information to anyone unless you are sure that they have a right to see the information. Always check with you supervisor / manager if you are unsure.

Do not name the individuals you work with in front of other people during training sessions when talking about examples.

Do not leave personal records or information unattended in public places. 4.

3- You may have to breach confidentiality if an individual tells you something

that puts them, you or someone else at the risk of harm. You should consult with the policies of your organisation regarding sharing of information and Safeguarding Adults before you are in that position. There are other situations whether information can be shared, for example, if it is requested for a court case, or if there is a threat to public safety, or the police have requested information relating to a criminal investigation. You should always refer these requests to your supervisor / manager. 4. 4- You will form working friendships with the people you are supporting as well as with colleagues and carers. People will tell you personal things about themselves and because of confidentiality, you will have to decide whether to keep information to yourself or report to your line manager or a more senior manager. You have to take responsibility for your own practice and the people you are supporting. If you work for a large employer, you may have a Human Resources team or specialist or trainer who can give you advice. Discuss confidentiality with your supervisor / manager. Make sure you are aware of your employer's policies about confidentiality and information sharing.

PWCS 32: Principles of personal development in adult social care setting.

1. 1 Explain what reflective practice is?

To create space to focus on my day to day movement, task i. e. whether I've done tasks correctly; if I need to work on things; if I need supervision; what do I need to do next.

1. 2 Explain the importance of reflective practice in continuously improving the quality of service provided?

It is important because it identifies weakness's that then can be developed to provide positive outcome, thus continuously providing quality service.

1. 3 Explain how standards inform reflective practice in adult social care?

Standards inform reflective practice because they impact on how I work in a day today setting. I have to be fully aware of them and understand the impactions of not working towards them. Reflecting on standards also gives me the opportunity to update myself on any new standards.

1. 4 Describe how own values, beliefs systems and experiences may affect working practice?

My values, beliefs system and experiences could impact on the work I am doing with residents if I do not have an awareness of my own values etc. This is because I could find it difficult to accept other people values and beliefs, I might feel mine are the right ones and paths I have chosen are the ways to successful rehabilitation.

2. 1 Explain how people will react and respond to constructive feedback?

Constructive feedback gives people the opportunity to develop; if areas for improvement have been identified then this could cause the person to become upset. If this feedback is given in a positive manner then the person is more than likely to accept it and work on improving.

2. 3 Explain the importance of using feedback in improving own practice?

It is important that i obtain feedback; this feedback allows me to continually improve my working practices.