

Communication audit
is a comprehensive
review social work
essay



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Assignment Title or No: Managing Communication

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AND PLAGIARISMAll forms of cheating, plagiarism or collusion are regarded seriously and could result in penalties including loss of marks, exclusion from the unit or cancellation of enrolment. Student Signature: Date: Dec 18, 2012

ASSIGNMENT RECEIPT

Unit/ Assignment tile: Unit 5. 5 Managing Communication

Name of tutor: Gina Maranca

Name of Officer:

Signature:

Date:

Unit 5. 5 Managing Communication Task 1 Communication Audit is a comprehensive review or inspection on the interaction happening between all the stakeholders either internal or external. It is usually done by a professional consultant with extensive experience in the field. The main purpose is to improve on communication system in the home. It may be in the form of survey, interview or group focus and review on the communication materials. Findings are presented confidentially to the management or both. It all depends if the management want to improve its system but usually happens every 5 to 7 years or when there is change in the management or doubt in the system. This audit is presented by the management and considered when the board of directors does planning and budgeting. The stakeholders so far believe and adhere to the effectiveness on how communication flow in the organisation, each one has a big part to perform such as honestly filling up the survey forms. Communication is a two way process that involves the transfer of information and show some behavioral input. Communication has something to do with relationships between people on the transfer of information and the understanding between them such as organization and the use of various media in communication. The structure shows how communication flows in my <https://assignbuster.com/communication-audit-is-a-comprehensive-review-social-work-essay/>

organization. BOARD OF DIRECTORS ORGANISATIONAL STRUCTURE OF COMMUNICATION HOME MANAGER DEPUTY MANAGER COMMUNITY NURSES.

Customers/Clients Family & Relatives. Legislative

Bodies CQC Police SUPPLIERS LAUNDRY KITCHEN STAFF DOMESTIC AND

MAINTENANCE ACTIVITY TEAM SENIOR CARER CARER Health Professionals

In terms of the organizational structure, Communication follows the hierarchical level from top to bottom. My organisation is led by Board of directors. These bodies are responsible in identifying the goals and contribute to the decision making and guiding the course of the entire organization. In an annual meeting where discussions and forums happen, financial and operating performance through computer reports, CQC checks and the overall company performance are presented on projectors by the management. The home manager specific job is on monitoring, coordinating and implementing the decisions of the board and are the ones facilitating and managing all the details and work that goes around the nursing home. My manager initiate dialogue within employees and seek inputs on the day-to-day activities through daily meetings during handover, during face-to-face or one-on-one interview or supervision as done monthly by nurses and the deputy manager or the manager itself. The deputy manager working in behalf of the manager and aid the manager in his or her responsibilities. And finally under the deputy manager are the personnel who work in different departments such as nurses, health care assistants, maintenance men, domestics, Activity team and the like, the health care providers, who directly works with the residents and are responsible in the delivery of care, the activity team who ensures participative involvement and the interests of the residents are looked after, the kitchen staff who prepares the food for the residents, the

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maintenance and domestics who ensures that all equipment and facilities are clean and are in working order. The Customers or clients we must communicate to them in a frequent conversation as encouraged by the management in all the care unit, the use of sign language or body movements are used such as thumbs up or a smile is a sign if the client is satisfied, face-to face where we need to look at the eye, speak loud, clear and firm. The different correspondence such as letters, posts, memos, e-mails, faxes, notes and meetings is the only way the management can top the relatives and address the client needs and complaints immediately. On the palliative care most transactions happen with the residents family or next of kin in order to understand and satisfy the need of the client. There are also outside bodies who work with the organization, the suppliers of goods such as toiletries and others food supplies, medication supplies and equipment which are ordered online by the management in a weekly basis. The government in view of legal proceedings and implementation of legislations , exchange of information happens such as the yearly home visit by the CQC (Commission on Quality Care) who sets standards for all home care institutions , when they do inspection, it is unannounced , goes around the home from room to room , interviews the carers and residents and reviews the care plans of residents on the computer, the Police Checks or CRB and SOVA checks are done to employees and the annual tax return filings even on the interconnection done to government funded centres such as the NHS and other health professionals where clients are having appointments are done through computers, letters, fax machines and telephones . I would say that the management puts in practice Albrecht and Bakke systematic perspective approach in the different care services such as <https://assignbuster.com/communication-audit-is-a-comprehensive-review-social-work-essay/>

palliative, dementia and learning disabled. Communication within the organisation is done in different ways. Face to face such as meetings, during trainings and handover, individual interviews to residents and employees and employees interaction to each other or vice versa are the linking processes and the great impact of the policies and procedures in the home. As assigned in palliative care most of our communication is through their relatives and a monthly meeting is set every third week by the manager to their relatives and the common agenda is to listen to their view about the care and to address some of their concerns because most of the clients are bed bound and can't utter words. All staff make sure too that we always work in pair to achieve the goal of the home which is quality service and before entering their rooms we knock and greet them with smile, look at them face to face, speaking slowly, loud and clear while explaining the procedure to be done such as washing or on changing pad, etc. If the resident has hearing problems we make sure that the hearing aid is checked, and put in place on their ears if the battery is not working we replace it with new one. If we found out any bruises or bed sore on the client, immediately we call for the nurse to come and check and after it both carers log in to the computer and report it in the information record system and even fill in the form which is the body mapping but before leaving the resident we make sure that the nurse call bell is in place on the clients hand for them to call us. The socio-technical theory by Pasmore is practised in this scenario where technology working in hand with people can yield better services such as the use of call bells and computers this balance use of technology, people and environment makes the organisation effective. The home provides staff development trainings such as hands-on training in computer and most

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reporting and recording are done in computers where staffs are given codes to access to the computer and in order to safeguard confidential matters, staffs too are trained to handle telephone matters. When entering the home premises CCTV cameras are in place, doors have codes, 24-hour nurse call bells are within the vicinity assuring security for the residents and safe environment. Citing another incident was when the lift was broken and there was no other access going to the second floor two of the residents from the second floor had hospital appointment and came back but cannot go back to their rooms. The management decided for them to stay on two rooms that are vacant on the first floor, telephoned the nurse on duty on the first floor to instruct the carers to bring down some of the residents belongings. This is contingency planning being practised by the home where with fast decision made by the management the problem was solved. Communication becomes a problem in the workplace when confusion and misunderstanding arise. | Employee D received a telephone call with regarding Mrs E medication that it needed to be picked up from the chemist before 5 PM tomorrow because the medication is needed for the evening nurse to administer before 9 PM on the said date. The staff immediately wrote it down in the communication book then left immediately. On the following day during the handover it was hardly be read because of the rush writings done by the staff and the message was not clear so the nurse called the nurse in-charge that night but was not aware of the written message until the staff who did it was found out even kept denying that she did not write it, good enough the chemist made a follow-up call to the home. The clarity in the written language is not present, the attitude of the staff of plainly not relaying the information well which is a negligent behaviour, the tension

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created between the staff and the nurse turning into personal conflict and the way the message was handled are some of the potential barriers in affecting the effectiveness of communication in the home. The communication system in my workplace has been very effective although different factors affects it the management tries to solve it by training staffs on how to use this technologies and encouraging teamwork in order to give quality care for every client. Task 2The impact of the values or attitude of employee D created tension, mistrust, confusion and misunderstanding in the workplace. Such behaviour is unacceptable in my workplace so immediately the manager called for the said employee, reprimanded her and encouraged her to go for training which is on professional ethics at workplace and be partnered to a senior carer while at work. To better understand the factors that impacts my work place, under each factor I would be citing the policies stated in the home to solve such communication problem and on how the technology benefit and hinder the communication in my workplace too. FACTORS THAT IMPACT MY WORKPLACE

COMMUNICATIONValues and Cultural FactorsLanguage -the multi- racial employees would be in turmoil if each won't be able to understand each other, my company has a policy not to use own language when working and to work as a team each should be partnered with different nationality and while at work consider the resident's feelings, listen to their views and communicate with them in a right tone and language even respect their values, interests by not imposing what one knows but giving them choices in their everyday life such as food and clothes to wear. Customs -these deals on the mores, habits, the way of life of the client, the home policy is to read the communication book by every staff before their shifts starts to see any <https://assignbuster.com/communication-audit-is-a-comprehensive-review-social-work-essay/>

changes on caring out the care and during handover active listening must be done by taking down notes in order to see necessary changes that might affect the provision of care although respecting and carrying out on how the client wanted things to be done and on such abrupt procedural changes on her care it needs further explanation in order for the individual to cooperate and understand what is happening too. One case was with Mrs P who was with colostomy bag and during the handover the nurse clearly stated to carers who at the same time jotting down notes on a paper to wash her first and to change her colostomy bag because she needs to go for an appointment early in the morning. In doing the personal care of Mrs P will take about an hour and she doesn't want to be hurried up and the time might not be enough to meet her appointment. The carers gave their view and the deputy manager listened, went and knocked at the door, greeted Mrs P and explained the matter that she needed to meet her appointment on time because further delays will cause her appointment to be postponed for next month. With this action Mrs P just decided to have a quick wash and was able to meet her appointment time. Her right was respected and the way she wanted things be done was carried out and the culture within the home to do the handover going around the rooms and jot down any important matter and working as team to meet the desired end happened such system perspective theory is seen in this situation too. Saving face- an idiom expression used pertaining to save one's honour or prestige and not to suffer humiliation. The company is endeavoured to pursue the achievement of its objective and the customer satisfaction why policies and procedures are in place at the workplace to ensure its attainment. At my workplace while doing the morning handover and going around the unit that nurses

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found Mr . K catheter bag was nearly bursting and the used pad was left lying on the floor in his room and the manager immediately popped in to check on the handover. This incident made the manager to call on the night staff to her office. Each one was investigated who left Mr K in such a situation. The night staffs were reprimanded and were encouraged to attend again the training on Infection Control. This attitude made the manager decide that it is not a forgivable offence but made the carer under supervision by the senior carer and for the nurses to be firm in dealing with their carer. Such attitude would have damaged the home's reputation specially that the family always come early in the morning to visit Mr K and as cited Carer D as mentioned above is trying to save her reputation too without thinking of the result of her actions. TechnologyFaster or Speed up operations by using advance network system such as the internet marketing options through advertising on web page about the home, design projects ahead on analysing their data such as the financial budget and in responding to any changes affected by social, political or legal policies. Communication on the home happens swiftly through e-mails, fax machines, telephones or mobile phones, as companies' policy mobile phones are not allowed to be used in the home while working but must be switched off or confiscating it might happen and be returned to them after work hours. Accuracy - most calculations are done in computer or inputs are calculated efficiently and trustworthy. Competition- the rapid changes happening makes the home adopt in order to survive in the business. The management procures such equipment that aids in the delivery of care services such as ceiling hoists, automatic doors, inputs door codes, CCTV cameras and computers and log-in and log-out fob system are used and benefits everybody from theft or <https://assignbuster.com/communication-audit-is-a-comprehensive-review-social-work-essay/>

intruders. Confusing-without enough staff training and customers training on the use of these new technologies tension and confusion is created. Crime at times such as hacking of records in the financial and personal data of customers are accessed by hackers and at present the police system are encouraging business sectors to protect such files by downloading protective software. Policies and ProceduresThe home policies and procedures purpose is to create a healthy, safe environment for workers. It inculcates the different legislations such as the Work Health and Safety Act and the Code of Practice for both employer and employee. Policies helps employee know what is expected of them in terms of their behavior, sets out rules and guidance for decision-making such as a guide to employee in interactions, helps employee deal with certain complaints made, as a protection from breaches of employment and makes employee aware of equal opportunities in the workplace such as sick leave, maternity or paternal leave and the pay benefit when working during calendar holidays. When carrying out safekeeping of records the employee is trained and aware on tackling confidentiality on the telephone or computer systems. As an employee being aware of this policies and procedures in place makes me more confident at work because it sets out the rules on how everybody should behave although it is a form of control it is very beneficial in creating a good working environment. Task 3I would like to discuss on this task about the effectiveness of my interpersonal communication, the theories that I believe make me behave this way, SWOT analysis and feedbacks from others and a survey plan that would help me improve more my interpersonal communication. I believe interpersonal communication is interaction with two or more people and trying to perceive the person as having its own

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ideals or thoughts, feelings and sense also goes along with verbal or non-verbal signs to make it effective and the most important is the message being conveyed. It may be done through face to face, via telephone, letters, meetings, e-mail or the internet. Being involved in different work surrounding in my workplace team working is best implemented as discussed previously the system perspective approach where everybody does their work task to achieve the desired end and the policy and procedures are in place to control us workers. In team building respect to each other is encouraged and to avoid personal conflict. The feedback from the people I work with is satisfactory in the sense that they say I speak good English and have good understanding, can relate with them and very cautious on what I'm doing. I listen and show interest to them even have good sense of humor, I deal with them in a professional manner where an instance when the nurse was not around two of my colleagues were arguing. I did interrupted them by stopping them that this is not the place for them to argue rather they are causing tension in the place, encouraged them to talk about it later when the nurse is around and they did cooperated, on their break they were called to the office and the manager dealt with the matter and both came back to me saying thank you for dealing with them professionally. The differences happening between workers needs immediate action just like what the management did where it shows a dominance or control of power hierarchical is in place to control such behavior, there are times that messages being sent is neglected specially when working under pressure where one of the resident who was a learning disabled asked water to drink due to loads of work, my colleague said to Mrs. J to give her water later but it made Mrs. J to show tantrums, crying aloud although can't speak then <https://assignbuster.com/communication-audit-is-a-comprehensive-review-social-work-essay/>

throwing things from her table , made me go and check it, I gently came around her , smiled and look at her in a face to face manner saying Hello Mrs. J, do you need something? She just pointed at things on the floor and I did pick it up for her and fixed it on her table and she smiled. Put the call bell near her and told her to please not cry and shout because it is disturbing everybody and she smiled and nodded while I slipped out gently from her sight but then she felt it and pressed the call bell immediately, so I went back and asked her what she wants because I can't understand what she was saying, I went to get her photo album and slowly turned the pages and to tell me what she likes until she pointed at a glass of water, so I immediately went to get one for her and put it on her table and making the sign ok she smiled back, this shows the Palo alto theory

approachImplemented with the use of analog and digital codes as practiced in the home is very beneficial. The following is my SWOT analysis on my interpersonal skills. STRENGTHS WEAKNESSProfessionally qualified * Poor in accomplishing workWith good sense of humor on time. Good work ethics * Irritable at timesHard worker * Emotional and sensitiveCan handle pressure at work * Reading SkillsGood in computerOPPORTUNITIES

THREATSDevelopment trainings * Changing law on immigrationEnhancement of experiences * Work competitionsWork Appraisals * Effect of economic crisisChance for better work and stabilityTo be a manager in the future the following actions are considered and needed to be acted on and with these evaluation to be gathered, I can now plan ways on improving my own communication skills and must be updated every 6 months and I must look for a partner who would be willing to help me push through with my plans.

Check out on the following achievement done. ACTIONSSTART DATEEND
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DATE STATUS NVQ 2 NVQ 3 NVQ 4 Level 5 OCT 2008 Oct 2009 Oct 2010 Oct 2011 Oct 2009 Oct 2010 OCT 2011 Present Certificate Certificate Certificate On-going Professional Readings within a year plan to read at least 3-4 books or magazines about Business Management. Title of book Target date Status HRM by Armstrong Dec. 2012 Take Examination on English Test English Test Date and Remark PEARSON IELTS Satisfactory result needs to improve my reading skills. The following are activities to consider to continue on my progress. Prioritize and accomplish satisfactory school work within the span of 6 months. Be in contact with my mentors while accomplishing school work.. Always be prepared with small pocket size book on hand. Plan time to read or go to library. Keep up sense of joy when at work. Task 4 PLAN OR RECOMMENDATION IN IMPROVING WORKPLACE COMMUNICATION Encourage every staff to communicate in a face-to face manner, show active listening and be respectful in dealing with each other especially during handover. Always start the day with positive insights and assign every staff to research on a positive thought of the day then let the staff reinstate it during handover. Be strict in implementing the policy on using English as the medium of communication in the home. Encourage peer teaching specially with staffs that have hard time in writing and using the computer. Coordinate with the activity team to make speech books with visual pictures showing items within the care home and would be available for staffs to use. Let staffs create a scrap book about the Life story of their key worker (with permission). Let staffs participate in decision making about activities within the home and for everyone to participate on such as celebrating Christmas or Charity events. EVALUATING THE SUCCESS OF THE PLAN Using a survey form. The plan is to be rated at the end of the year and every individual are <https://assignbuster.com/communication-audit-is-a-comprehensive-review-social-work-essay/>

encouraged to fill it honestly. Customer Employee visitor Kindly put a check on possible available resources used by the home in communicating to every individual. _____ e-mail _____ presentation _____ letter _____ fax machine _____ telephone _____ memo _____ mobile _____ manuals _____ newsletter _____ computer _____ notice _____ meetings

Indicate a check mark on the statement as observed being used at home. _____ Hand over done during turnover of service with staffs roaming around the place.

_____ Staffs are approachable and clearly understand what has been said.

_____ Staffs communicate with interest to customers. _____ Positive ambiance can be felt within the home. _____ Every employee deals with each other with respect. _____ Every employee demonstrates

professionalism when dealing with customers. _____ The management hears and listens to customers then act discreetly about such concerns.

CONCLUSION The stakeholders are the greatest asset of the home as rated with a three star performance. Carrying out the different theories such as the systems approach where every individual has specific function and

contributes to the attainment of objective and on the implementation of the system perspective which encourages team work. Socio-technical approach

made easy for the management to use technology in communicating with internal or external stakeholders through the different systems such as e-mails, fax mails, use of mobile phones and the internet through

presentations. The rapid changes in the legislations, political or economic view made use of contingency planning too. Communication in the home

follows through hierarchal or from top to bottom or vice versa. The Palo Alto Group theory has very strong effect on interpersonal communication and

made staffs be aware on their day-to day dealing with people verbal or non-
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verbal. Improving Interpersonal communication within the home is highly encouraged and some ways were suggested within the study to prevent conflicts. Personal evaluation on one's development is provided too as a guide. At the end a survey is provided to evaluate the effectiveness of the study and this would depend if the management would carry out the suggested ways in improving communication in the workplace.