***`(P1) An explanation of the role of Effective Communication and Interpersonal Interaction in a Health and Social Care Content.***

***Introduction*** *In this report I am going to explain the importance of communicating effectively when in a Health and Social Care setting. A professional health and social care worker needs to know how to build a positive bond/ relationship with service users. By doing this it enables the professional and service user to have good communications* ***(Beryl Stretch | Mary Whitehouse 2010).*** *When you have created good communication skills with the individual, it will allow them to feel safe and secure in the care environment they are in. it is crucially important that care workers build a close honest relationship with the service users family and friends. This enables them to know what is going on with their family member or friend who is currently present in the care setting. As well as this, the care worker can show effectiveness and can deliver difficult or good news when in a situation.*

*From this you can see that it is extremely important that interpersonal skills are developed for professional care workers and used in their job properly and effectively. The interpersonal reactions that will have to be used is verbal and non-verbal communications. These communication skills allow care workers to deliver themselves in a professional manor as well as delivering messages and communications clearly. By doing this it gives service users a great opportunity to understand the care worker fully. Also, by this we gather that communication in a care setting is much more than receiving and giving information.*

***Contexts in which communication takes place*** *When in a Health and Social Care setting, interactions take place in many different situations. Interactions with different people are always different and they can change depending on who you are communicating/ interacting with. Contexts is the circumstances surrounding messages being sent to individuals and the environment it takes place in.* ***(E notes)***

***Communication with clients/patients*** *When communicating with clients/ patients in your care setting, it is crucially important that you get to know and understand them. By doing this you are making the individual feel welcome, safe and secure in their environment. Care workers have to show respect to individuals as this will make them feel comfortable. When a professional is communicating with a service user, it is required that they use good posture. By doing this it shows that the care worker has a positive attitude towards helping the client/patient and also they will be showing professional behaviour. When communicating with service users you cannot use specialised language. For example, professional people talk to each other using specialised language. Service users in your care setting may not understand what you would be saying if you talked that way. Therefore, it is important that the service users know what you are saying. A care worker can reassure individuals after giving out information by asking them do they understand or do they have any questions that need to be answered. Good communication between care workers and patients help them feel at ease****(RCNI.com).*** *For example, when patients enter a care setting it is natural for them to feel anxious because they are not use to being in that environment. It is important that the care worker communicates well with them and are very understanding because it will help them become at ease in the care setting environment. If the patient is a regular to the care setting, they are aware of procedures that take place. Also, the care worker will have informal communications with them. Formal communication is not structured and enable people to talk freely or about personal information. For example, talking about family or the weather****.***

***(skill maker)***

*If care workers do not show respect to the service users, this could result in them having to leave their job. This demonstrates that care workers need to be kind, polite and have a nice tone to their voice when communicating with individuals. As well as presenting great communication and effective skills to the individuals, it is equally important that care workers listen to their service users’ responses. By picking up on important information that they are telling you, this results in their welfare not being at risk because the care workers are being professional.*

***Communication with carers, relatives and friends of the client*** *Communicating with friends and family is different when communicating with the individual in a care setting. Communication can be to one person or a group of people. When communicating with relatives of the service user, professionals need to be more assertive than they would be with individuals at the care setting. This demonstrates that care workers need to be more confident when communicating with family and friends. This shows the relatives to the individual that the care worker is professional and knows what they are doing. Also, if there is more than one individual family member, this requires the care worker to listen and engage themselves more as it could be more difficult to hear as there is more than one person. Many individual’s family members are different. Some can be understanding and thankful, others may misunderstand information or jump to conclusions because they are thinking and expecting the worse. Care workers need to stay professional, calm and respectful in both situations as well as trying to deliver information and knowledge as effectively as possible to family and friends of the service user. It is important that you aim to make the family and friends feel at ease and up to date on their family member in the care setting. As well as building relationships with the individual in the care setting, you should also build a relationship with their family and friends. This will make it easier to talk to them and for them to understand the information you are giving them. As a duty of care, it is important you keep service user’s information private and confidential. You should only share it if it’s a need to know basis. This is important as it’s a safeguarding issue in a care setting. This demonstrates that care workers have to get consent from the service user before telling friends and family. By doing this ethical issue are not raised.*

***Communication with other workers and professionals in a Health and Social Care setting*** *Communicating with other workers and professionals is very different from talking to service users, family and friends. Care workers use formal communication. Formal communication is a way of sharing information in a procedure, or by set rules or standards.* ***(Skill maker/ formal communication)***

*The language care workers or professionals use to each other is also different. They will use specialised language because they will have a greater understanding of what each other means as their jobs are very similar. For example, if a doctor is describing and naming medications to another doctor, they are more likely to know and understand what they are saying than what service users will.**service users will not understand or know names of medications that they will need but the care workers/ professions will. This communication between care workers applies when in a different care setting. When communicating with other care workers, there must be a relationship or bond between use because use work with each other daily. Also, mutual respect is very important with care workers. This allows care workers to get on with the daily job.*

***Communicating with professionals in external agencies*** *When communicating with professionals in external agencies, it is important that clear formal communication is being transferred to other individuals. A reason why this is important is that, if information doesn’t get across to the external agency, this could put service users or the care setting at risk. Care workers need to communicate in an effective, reliable way because if they don’t important information may be missed out. For example, if a service user needs to be transferred to another care setting and the care workers are explaining why, if the other care setting doesn’t pick up on important information, this could result in the service user not being transferred.*

***Why is communication important in Health and Social Care?*** *There are many different types of health and social care settings, however all of them require a lot of interaction with people. Examples of care setting are; hospitals, schools, care homes, home health care and hospices. These are very different care settings, but all require you to work and interact with service users. To help you do this, it is important that you get to know everyone you are going to work with as they will be your priority in work. By interacting and communicating with service users to your best ability will ensure you that close bonds will develop with each other. This enables service users to feel comfortable in their environment and feel safe and secure to reveal information to their care worker. This is crucially important because good communication between care workers and individuals will increase and effective messages are being sent and received to each other. Communication is key to getting information from others. This can be through a service user, colleagues or management team. It allows you to get a sense of how an individual is coping in the care setting and what needs to be improved to match their needs.* ***(stone bridge)***

*Professionals and care workers maybe in a care setting that involves interacting with service users at a varied in age. For example, infancy, young children, adolescents, young adults, middle age and older aged adults. To find and fit their needs you will have to get to know each individual. By doing this it requires you to communicate with them and from doing this you may see that certain individual’s communications are different. For example, a service user may be deaf therefore can only understand sign language. The care worker will have to match their needs by communicating their way or find someone who can to sure effective communicate to them. Care workers and professionals have to take this into consideration when working with others because it requires them to adapt their communication skills. However, when communicating with any age group, professional’s/ care workers cannot use slang language because service users may not understand this. Also, it is not professional.*

***Communication and language needs and preferences*** *When working in a care setting many people don’t have the same communication techniques. People have different styles of communication. It is important that you recognise people’s needs and preferences when communicating. There are many example of preferred methods of communication that individuals require. For example; British Sign Language, Makaton, Braille and communication passports. If individuals have hearing impairments, the care worker can use British Sign Language so the service user can communicate with them. For example, if a patient came into a hospital with an injury and they had hearing problems, the care workers in the hospital will have to find someone who is specialised in communicating in sign language. This is so important information is getting received and given from the individual. Sign Language involves the use of hand gestures, body language and facial expressions to communicate.* **(sign community)*.*** *When the service user communicates with a care worker, you can gather want they prefer to communicate like and what they require.*

*Being able to communicate with others is so important in a care setting because you can get to know individuals and help them as much as possible. Makaton is a language programme using signs and symbols to help people communicate* ***(www.makaton.org).*** *For example, if a child uses Makaton in school (using pictures and symbols to communicate), the teacher will have to communicate by using Makaton as well. If the teacher cannot communicate in Makaton, they will have to provide or get a teacher who can do so. This demonstrates that the care setting is meeting the individuals needs and preferred communication technique. It is important that professionals don’t single individuals out based on their differences and needs. By doing this discrimination is prevented and the individual’s feelings and emotions are not hurt in any way.*

*Another common communication method is braille. This is a type of communication people use if they are blind or do not have great supervision. This is a form of written language that has a pattern of raised dots. This can help individuals read information because they scan their figure over the braille and by doing these individuals can pick up what information is giving****(merriam-webstercom)****. For example, a patient who is blind needs to know where to go in a hospital, they can read of posters that have braille on them to show what room number they need to go in. Also, another communication method that is popular is communication passports. This is a type of communication people use to record formal information about individuals. These individuals cannot hardly speak and struggle to talk verbally. However, communication passports allow individuals to get information easily. For example, a young child may not be able to talk properly in school, so the care workers around them will introduce them to communication passports because it is not a complex method to get information.****(www.communication-passports.org.uk).***

*If a care worker works in a hospital, many different cultural people will enter the hospital with different backgrounds. For example, a patient that you could be treating could be from a different country, therefore they speak a different language. This requires care workers to match their communication needs and preferred methods. For example, if a patient came in and they spoke Spanish, the hospital will have to get a Spanish translator to pass information onto the doctors and also to pass information on to the service user. This is a perfect example of meeting people’s communication needs. If this wasn’t in place, the care worker wouldn’t know what was up with the patient or they wouldn’t be able to get personal information that is required when in a hospital.*

*It is crucially important that professionals meet their service user’s needs and do not try and change anything about them. This will prevent discrimination from happening. Professionals in care related settings need to use individuals first chosen language. If a professional doesn’t speak in their first language, they need to get another care worker to communicate with them who can. Also, the care professional could use different translation methods that will help them communicate with the service user and get messages across clearly and in an effective understanding way.*

***(Beryl Stretch | Mary Whitehouse 2010)***

***Communication Forms***

*There are many different types of communication forms. Examples of different communication forms are; text messaging, written and oral. Many people find written communication better to interact and talk to people. This may be because they are not confident in verbally speaking to someone or they may think that it is a quicker and more effective way. In a health and social care setting, written communication is key when communicating with others. Some people find that written communication is easier and you can get more information down. Whereas when you talk sometimes you can miss out communication because you have forgot to say it. For example, a care worker may text or send an email to another care worker to pass information about a service user. This is a communication form because it involves two people passing information to each other.* ***(mosio)****. Another communication method that is continuously used by care workers in a care setting is oral communication. This is where communication is expressed word by mouth. This demonstrates that individuals talk to each other verbally instead of through written text or signals. For example, a teacher may talk directly to a child using informal communication.* ***(study.com/ oral messages).*** *Communication forms allows communication to process exchanging information between individuals as well as their thoughts, ideas, feelings and emotions. This is done through speech, signals, writing and behaviour. This reveals that individuals communicate with each other in many different ways. People have different preferred ways to communicate and it is crucially important that care professionals in a care related environment meet their service user’s needs.* ***(notes desk)***

***Purpose of communication***

*Communication allows individuals to express themselves and inform others of how they are feelings. Also, communication meets people’s social expectations. For example, a service user will have to communicate to doctors how they are feeling so they can get help. Communication allows care workers to get to know and understand people’s circumstances and needs to provide appropriate care to the service users. Communication is not always positive and good because if someone is delivering bad news to someone, it could affect individuals.*

*Communication makes both care workers and individuals feel relaxed and calm because they can talk to someone. It also allows people to build bonds and relationships because they have the opportunity to know people and understand them. For example, a teacher can build a positive relationship with their pupils and get to know them and help with their education to their best abilities. This will make the child at ease and safe in their care environment. Also, it will affect their emotions positively because they will not feel alone. A care worker must give a good impression to their service users because it will make them want to share information with them and have a good communication technique with each other.*

*For example, communication in a secondary school includes; The teacher greeting everyone as they arrive to the classroom. This makes the individuals excited to work and reveals to them that the teacher is enthusiastic to teach the lesson. This is important because the teacher’s behaviour rubs off and reflects the individual’s behaviour in the classroom. The teacher will then pass information onto the pupils about a specific topic they are about to study by using effective communication. Also, the teacher will be gathering information from the pupils by to talking to them. This shows the teacher if pupils have great understanding about what they are being educated about. After this the teacher will set them work to do or a task that has been explained so the pupils understand what they are about to do. They will ask if the individuals have any questions before starting their work. This gives the pupils and the teacher reassurance on what they need to do. The teacher will help the students if needed or even communicate with other teaching professionals at the school who are doing a similar course/ topic. Towards the end of the lesson, the teacher will give students feedback or possibly improvements for next lesson. It is important that students listen because they can learn from their mistakes. The teacher will then dismiss the students.*

*From this we gather that effective communication is key for getting information in a care setting like schools. This is how people are educated because communication is in place for people.*

***Interpersonal interactions***

*To give and provide people with a good quality of care majority of the time, care workers need to apply effective communication to clients. To do this it requires them to have good communication skills* ***(Bartleby).*** *Interpersonal interactions are involvement of information, feeling and meanings discussed between two or more people* ***(slideshare.net).*** *For example; in a hospital a care worker and patient could exchange information about the patient or discuss their feeling to each other face to face. There are many ways they can do this. For example, through verbal and nonverbal communication.*

***Conclusion***

*From all this information that has been mentioned, it is evident that care workers need to apply this when in a care setting. Effective communication between a care worker and service user is key in helping them or even understanding their situations. It is crucially important that those working in a health and social care setting apply all these factors when communicating to their service users. F they don’t, there will be consequences.*

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