**BTEC Health & Social Care**

**Remember for all of your BTEC Health & Social Care Coursework**

***Self- check: Tick the boxes when you have checked that have completed each task***

* **Font Style**: Comic Sans
* **Header**: Your name, date, unit number and criteria being covered eg Unit1, P1, M1.
* **Bold and underline the title it should be in the centre of the page.**
* **Have you completed all the necessary steps?**
* **Have you fully referenced your work and include a bibliography**
* **Proof read and spell check all of your work before submission for assessment.**
* **Save any work to the hard drive on your computer. Email copies of your work to yourself as an attachment. Backup your work. Remember you have links on Connect to**
* [**Office 365 (Email)**](https://outlook.office365.com/owa/?realm=carmel.ac.uk) **One drive**
* [**Remote desktop**](https://remote.carmel.ac.uk/) **Your College student F drive**

On the computer create a folder Unit 1 BTEC H & Sc coursework:

1. on your student user area
2. on your computer at home

This will help you to be organised from the beginning of your unit 1 coursework you to place relevant material in the appropriate unit folder and sub-folders when it is produced.

**REMINDER: Organising IT folders has been covered during induction.**

**Unit 1.**

**Assignment 1 P1 Answer plan :**

**My deadline for P1 is:**

A report to assist a group of new trainee health and social care workers understand effective communication and interpersonal interaction in health and social care settings.

See your assignment for the further details.

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| --- |
| **Criteria to be covered by this assignment**  **P1. Explain** the role of effective communication and interpersonal interaction in a health and social care context.  *Explain = Set out in detail the meaning of something, with reasons. It is often helpful to give an example of what you mean. Start with the topic then give the reasons how or why. Watch the you tube video on writing an explanation to help you to develop your skills:*  <https://www.youtube.com/watch?v=IIciCZFsBK0> |

**1: Put the main title:**

**(P1) An Explanation of the Role of Effective Communication and Interpersonal Interaction in a Health and Social Care Context**

**2: Sub-title: Introduction**

You will need to produce an introduction to this report. In this section you will need to give some background information on why Health and Social care workers need to communicate effectively with their clients and have good interpersonal skills.

*Example:*

**Introduction**

In this report I am going to explain the reasons why it is important to communicate effectively in Health and Social Care settings. Health and social care workers and professionals need good communication skills to develop positive relationships and share information with their client/s using services. **(Pearson, 2012)**They also need to be able to communicate well with client’s families and/or carers and their own work colleagues and other professionals. **(GTAD, 2000)**It is therefore extremely important that the people who work in the field of caring have the appropriate and effective interpersonal skills to do their job properly. **(Moonie, 2005)**

**3: Sub-title: Contexts in which communication takes place** Next you need to explain that interactions take place in different contexts in health and social care settings. For example communication takes place between health and social care workers/professionals and:

* Clients
* Carers, relatives and friends of the client
* Other workers and professionals in health and social care
* Professionals in external agencies

Explain that communication may be one to one or group. Explain what each of these terms mean. Give examples of the Health & social care worker using both types with colleagues, with people using services, during multi-agency working, during multi-professional working. *(Remember to find references to back up eg; Stretch & Whitehouse page 4 -5)*

Explain that health & social care workers may use formal and informal communication techniques and give an explanation of these two terms. Give examples of how formal and informal language may be used between colleagues, with people using services, during multi-agency working, during multi-professional working ( Rasheed pages 2-3 may help here & Stretch & Whitehouse pages 5-8)

**4: Sub-title: Why is communication important in Health and Social Care?**

You now need to explain the key reasons why health and social care workers need to communicate effectively in Health and Social Care settings. You will need to consider the following points in your answer: Types of Health and Social Care settings where communication takes place; the different client groups that health and social care workers provide care for and the client’s individual needs and individual communication needs.(Rasheed pages 8-9 may help you here)

**For Example:**

Interactions in health and social care take place in a number of health and social care settings. This can be in settings such as residential and nursing homes, health centres, clinics, hospitals wards, hospital accident and emergency departments, the clients own home, day centres etc. Health and Social care workers need to learn and understand about the clients that they have responsibility for. This is so that they can provide a good quality of care and meet their client’s individual needs in the care setting in which they work.

Health and Social care workers may be involved in providing care to a wide range of client groups such as young children, adolescents, adults and elderly people. Some of the client’s care workers look after may have sensory problems such as hearing or sight impairments. This means that the health and social carers have to be good at adapting their communication skills to meet individual client/clients communication and language needs and preferences in the health or social care setting where care is being provided.

**5: Sub Title: Communication and language needs and preferences.**

You need to give a brief explanation of why/how/examples for each of the following Communication and language needs and preferences of individual clients in health and social care settings: the individual’s preferred method of communication, e.g. language, British Sign Language, Makaton, Braille, the use of signs, symbols, pictures and writing; objects of reference, finger spelling, communication passports, human and technological aids to communication, variation between cultures. Use your course text books and other sources such as the internet to help you to do this.

**6: Sub Title: Communication forms**

You next need to give an explanation about Communication: forms, e.g. text messaging, written, oral, signing, symbols, touch, music and drama, objects of reference, arts and crafts, technology that are used in health and social care settings. Give examples of how/why these are used in health and social care settings.

**7: Sub-Title: Purposes of communication**

Next explain the purposes (reasons for communicating) of communication in health and social care. Below is a good starting sentence for this section.

Health and Social Care workers need to get to know and understand the client that they care for so that they can provide appropriate care to meet their individual needs.

You then need to give an explanation of the purposes in different health and social care settings including both HEALTH (Hospital, GP, health centre, care home with nursing etc.) & SOCIAL CARE (nursery, early years setting, care home etc).

***Example***

**Communication in a hospital setting includes:**

Greeting the patient and introducing yourself and your role.

Putting the patient and the family at ease, cooperative, and under control during the medical encounter.

Gathering information from the patient; history taking.

Explaining to the patient what are you doing during a physical examination.

Explaining to the patient the possible diagnosis, investigation and treatment.

Involving the patient in the decision-making about his health.

Counselling the patient.

Communicating with patients' relatives.

Communicating with other health care professionals.

Breaking bad news.

Seeking informed consent/clarification for an invasive procedure or obtaining consent for a post-mortem.

Dealing with difficult patients or relatives.

Giving instructions on discharge.

Giving advice on lifestyle, health promotion or risk factors.

**8: Sub-Title: Interpersonal Interaction**

You will firstly need to explain that in order to fulfil the purposes of communicating with clients, the health and social care workers need to have effective interpersonal skills. You will then need to define Interpersonal interaction and explain a little about this. Use the internet to find an appropriate definition. See the example.

**For Example:**

In order to carry out and provide good quality care on a daily basis, health and social care workers need to communicate effectively with clients and so need to have very good interpersonal skills. ‘Interpersonal interaction is the process of sending and receiving information between two or more people.’ (Selfgrowth, 2012)Interpersonal communication is the process by which people (the client and the carer) exchange information, feelings, and meaning through [verbal](http://www.skillsyouneed.co.uk/IPS/Verbal_Communication.html) and [non-verbal](http://www.skillsyouneed.co.uk/IPS/NonVerbal_Communication.html) messages: it is face-to-face communication. (Skills you need, 2012) *etc*

You need to explain that health and social care workers need to adapt their use of verbal communication (clients first language, dialect, use of slang or health and social care jargon) and non-verbal skills (posture, facial expression, touch, silence, proximity, reflective listening) with individual clients that they care for. Give examples of how these skills are used/adapted with individual clients in situations in health and social care settings. For example: reassuring a client, comforting a client, greeting a client, showing respect, finding out about them etc.

**9: Sub-Title: Conclusion.**

Pull your information together. Explain that all these factors need to be considered to ensure there is effective communication between those working in Health & Social Care settings and their clients.

**Some sources that may assist**

**The 3 course text books. Rasheed, Stretch & Whitehouse, Walsh**

**Other online textbooks via the library eg Stretch – Core themes**

<http://www.collinseducation.com/Style%20Library/Sample%20Chapter%20HSC%20Diploma%20Level%202.pdf>

<http://www.health.vic.gov.au/qualitycouncil/downloads/communication_paper_120710.pdf>

<http://healthcare-communication-skills.com/301.html>

<http://www.skillsyouneed.co.uk/interpersonal_skills.html>

<http://www.skillsyouneed.co.uk/IPS/Interpersonal_Communication.html#ixzz26GeEfy3J>