**P4: Explain strategies used in health & social care environments to over barriers to effective communication and interpersonal interaction.**

**P3: Explain how Barriers may have effects on communication in both positive and negative ways in Health & Social Care Settings.**

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| **Barriers Factors**  **Introduction**  As previously identified communication and interaction in health and social care settings is influenced by a number of factors. This table will look at factors other than the environment that may impede effective communication, these are known as barriers to communication. A communication barrier is something that interferes with or stops the flow of messages in the communication cycle; these barriers can occur for a number of reasons and can affect the communication cycle at different points. A barrier may mean the communication is not received, the communication is received but not understood or that the message is distorted which affects a person’s understanding. By having a good knowledge and being aware of the barriers and their negative effects on communication Health & Social Care Workers can put in place strategies to overcome these barriers and prevent the negative effects leading to communication becoming more effective. (Walsh 2011, Stretch & Whitehouse 2010) |

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| **Barrier** |
| **Type of communication (difficult, complex, sensitive)** | **Sometimes Health & Social Care Workers may need to give difficult, sensitive or complex information to clients or their relatives. For instance, a doctor explaining to patient that they have a life threatening condition that requires major surgery or a nurse discussing a child’s diagnosis and future care with parents for example in a life limiting disability. (RCN 2016,Stretch & Whithouse 2010)** |
| **Negative Effects on Communication** | **For staff in this situation it can lead to them feeling uncomfortable, which may lead to them rushing the information they are giving and not being fully aware of whether the person they are speaking to is actually understanding what they are saying.**  **It may be that if the message is given using complex language or jargon it will not be understood or if it is given in a rushed manner the person receiving the information may not fully understand what is said and the message will become distorted. This may lead to the patient being uncertain about what is going to happen to them and not understanding what the doctor is saying. (Walsh 2011, nhs 2016)** |
| **Strategies for overcoming this barrier** | **When giving sensitive or complex information it is important that this is given in a private and comfortable situation such as a private room away from the environmental distractions of a busy ward.**  **It is also important the person giving the information is aware of what they are going to say and perhaps anticipated how the person may react and the questions they may ask.**  **It is important that the information is given using the persons preferred method of communication, which may require time to prepare for if for example a translator is needed.**  **The Health & Social care worker should use appropriate verbal and non-verbal communication skills to support the person and give them adequate time to check their understanding. It is important the person giving the news is able to empathise with the other person and is able to and spend time listening to the person and answering questions that they may have and using non-verbal communication to support the person.**  **It may be necessary to give some written information to support what has been said. (Walsh 2011, RCN 2016)** |
| **Positive Effects on Communication** | **The person will understand the need for the surgery and will feel fully informed about what is about to happen to them. They will feel that they have been supported by someone who really cares about them.**  **If parents understand the care and support they will have to assist them in caring for their child they will feel supported and that staff care about them and their family.** |

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| **Barrier** |
| **Language needs/preferences** |  |
| **Negative Effects on Communication** |  |
| **Strategies for overcoming this barrier** |  |
| **Positive Effects on Communication** |  |

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| **Barrier** |
| **Sensory impairment, disability** |  |
| **Negative Effects on Communication** |  |
| **Strategies for overcoming this barrier** |  |
| **Positive Effects on Communication** |  |

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| **Barrier** |
| **Personality, self-esteem** |  |
| **Negative Effects on Communication** |  |
| **Strategies for overcoming this barrier** |  |
| **Positive Effects on Communication** |  |

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| **Barrier** |
| **Anxiety, depression,** |  |
| **Negative Effects on Communication** |  |
| **Strategies for overcoming this barrier** |  |
| **Positive Effects on Communication** |  |

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| **Barrier** |
| **Aggression, submissiveness,** |  |  |
| **Negative Effects on Communication** |  |  |
| **Strategies for overcoming this barrier** |  |  |
| **Positive Effects on Communication** |  |  |

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| **Barrier** |
| **Value and belief systems,** **cultural variations** |  |  |
| **Negative Effects on Communication** |  |  |
| **Strategies for overcoming this barrier** |  |  |
| **Positive Effects on Communication** |  |  |

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| **Barrier** |
| **Assumptions,** |  |  |
| **Negative Effects on Communication** |  |  |
| **Strategies for overcoming this barrier** |  |  |
| **Positive Effects on Communication** |  |  |

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| **Barrier** |
| **Use and abuse of power** |  |
| **Negative Effects on Communication** |  |
| **Strategies for overcoming this barrier** |  |
| **Positive Effects on Communication** |  |

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| **Barrier** |
| **effects of alcohol/drugs** |  |
| **Negative Effects on Communication** |  |
| **Strategies for overcoming this barrier** |  |
| **Positive Effects on Communication** |  |

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| **Barrier** |
| **Jargon** |  |
| **Negative Effects on Communication** |  |
| **Strategies for overcoming this barrier** |  |
| **Positive Effects on Communication** |  |