**BTEC Health & Social Care – Answer framework**

**Unit 1.**

**Assignment 3 P3 P4**

You need to provide two comprehensive tables that assist a group of new trainee health and social care workers in understanding the factors &barriers to effective communication along with strategies to overcome these in health and social care settings.

See your assignment front cover for the further details

**Criteria to be covered by this assignment**

**P3:** Explain **factors** that may influence communication & interpersonal interactions in health & social care

**P4**: Explain **strategie**s used in health and social care environments to overcome barriers to effective communication and interpersonal interactions.

***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 how or why.*

**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 included a bibliography?**
* **Proof read and spell check all of your work before submission for assessment.**
* **Have you uploaded your work to the correct area on Connect?**
* 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) One drive
* Remote desktop Your College student F drive

**Remember:**

* **You must find and use resources to help you to complete the work for P3 & P4.**
* **Record the resources that you use in your bibliography and reference these in your work.**

**Answer framework to help you to complete the tables.**

**Table 1 – Environmental Factors. (see exemplar on Connect)**

You will find both tables that you need to complete on Connect under Unit 1 - P3 & P4 materials.

First complete the Environmental Factors Introduction box – see the example below – Don’t forget to include references.

**Introduction**

The effectiveness, or success, of communication and interaction in health and social care settings is influenced by a number of factors. Some of these factors promote interaction and effective communication, while others can limit interaction and be a barrier to effective communication. (Walsh 2011)

A range of environmental factors can influence communication and interaction in health and social care settings. These factors are so familiar in our everyday and working lives that we tend to take them for granted. The environment refers to the physical place in which communication takes place. Aspects of the physical environment can affect the quality of communication between people and may even deter individuals from making an effort to communicate with one another in the first place.

To achieve this criteria you will need to provide an explanation of **each** of the **Factors** in the **boxes and rows** provided on table 1. See below to assist you

**1: Type of setting**

* **Provide an explanation of the Environmental Factor: Type of Setting.** – give examples. - typical hospital A & E environment, home environment, residential care home, GP’s waiting room etc. You might wish to use an appropriate image here.
* **Negative effects on Communication** - Focus on how the busy atmosphere is in these settings and it may raise issues with lack of privacy and how this can have a negative or inhibiting effect on communication.
* **Strategies to overcome problems –** Explain how these settings try to overcome the negative effects – private spaces, design of the setting to make it appear less busy etc.
* **Positive effects on Communication –** Explain how the strategies you have identified will have a positive effect. What about the design of the setting eg private room etc. and how this can have a positive effect on communication.

**2: Noise levels**

* **Provide an explanation of the Environmental Factor: Noise Levels.** You might wish to use an appropriate image here. Put your explanation into context; provide a number of scenario’s with clients in a range of care settings e.g. Typical hospital A & E environment, home environment, residential care home, GP’s waiting room etc.
* **Negative effects on Communication** Focus on how noise may be a barrier to effective communication.
* **Strategies to overcome problems –** Explain how practitioners try to overcome the negative effects – turning off the TV or radio, moving to a quieter area etc.
* **Positive effects on Communication –** Your explanation here should focus on how reduction of noise can have a positive effect on communication.

**3**: **Space available**

* **Provide an explanation of the Environmental Factor: Space Available.** Again you could use a number of appropriate images to illustrate your explanation of this factor.

Put your explanation above into context; provide a number of scenario’s with clients in a range of care settings e.g. typical hospital A & E environment, home environment, GP’s waiting room etc.

* **Negative effects on Communication** Focus on how space may be a barrier to effective communication
* **Strategies to overcome problems –** Explain how practitioners try to overcome the negative effects.
* **Positive effects on Communication –** Your explanation here should focus on how having adequate space can have a positive effect on communication.

**4**: **Seating arrangements**

* **Provide an explanation of the Environmental Factor: Seating Arrangements.**

Put your explanation above into context; provide scenario’s with clients in a range of care settings. Again you could include images

* **Negative effects on Communication** Focus on how seating may be a barrier to effective communication
* **Strategies to overcome problems –** Explain how practitioners try to overcome the negative effects.
* **Positive effects on Communication –** Your explanation here should focus on how seating arrangements can have a positive effect on communication.

**5: Time available**

* **Provide an explanation of the Environmental Factor: Time Available.**
* Next to put your explanation above into context; provide a number of scenario’s with clients in a range of care settings e.g. Focus on how a care practitioner, such as a GP or a practice nurse, has a lot of people to see, they may need to impose strict time limits on each consultation.
* **Negative effects on Communication** Focus on how if the care practitioner is preoccupied with keeping to their appointment schedule, this again can limit the quality of interaction.
* **Strategies to overcome problems –** Explain how practitioners try to overcome the negative effects.
* **Positive effects on Communication –** Your explanation here should focus on how having more time available or managing the time available improves communication.

**6: Quality of lighting**

* **Provide an explanation of the Environmental Factor: Quality of Lighting.**

Put your explanation into context; provide a number of scenario’s with clients in a range of care settings that reflect situations where the lighting may have a negative effect and a positive on communication e.g. paramedic in the home environment in a dark gloomy room, residential care home with a resident with poor eyesight, GP examining a patient etc.

* **Negative effects on Communication** Focus on how poor lighting can affect care and communication, give examples.
* **Strategies to overcome problems –** Explain how practitioners try to overcome the negative effects – opening blinds/curtains, turning lights on etc
* **Positive effects on Communication –** Your explanation here should focus on how turning the light on, opening the blinds on a window can have a positive effect and improves communication.

**Table 2 – Barriers to Interactions. (see exemplar on Connect)**

Again you will find this table on Connect under Unit 1 - P3 & P4 materials.

First complete the Introduction box – see the example below – Don’t forget to include references.

**Introduction**

A communication barrier is something that disrupts or stops the flow of messages in the communication cycle. There are three main ways that communication can be blocked:

If a person cannot see, hear or receive the message.

A person cannot make sense of the message.

A person misunderstands the message. (ref)

There are a range of barriers to effective communication and interaction in health and social care environments. Care practitioners need to have a good knowledge and understanding of communicational barriers and be flexible and adapt their use of communication skills/methods in order to deal with the many different situations that can arise in care settings. The practitioners must consider ways of overcoming these barriers. (refs)

This table of reference will explain a range of barriers that can prevent or inhibit effective communication with clients in health and social care settings. It will also cover how Care professionals can often overcome ‘barriers’ to effective communication by being aware of possible problems and solutions; adapting their interaction approach and communication skills to take account of likely ‘barriers’; making simple modifications to the physical environment of a care setting.

To achieve this criteria you will need to provide an explanation of **each** of the **Barriers** Factors in the **boxes and rows** provided on table 2.

See rows instructions 1-4 below. This has to be repeated for each Barrier.

1. Row 1 - Provide a clear **explanation of the barrier.** You might wish to use an appropriate image here. Next to put your explanation above into context; describe how this could occur in a range of situations with clients in health and social care settings by giving examples e.g. hospital A & E environment, home environment, residential care home, GP’s waiting room etc.
2. Row 2- Explain the **negative effects** on communication for the **care staff** and the **client/s** in Health & Social Care settings of this barrier.
3. Row 3 - Explain **strategies** that the Health & Social Care staff can use/put in place to **overcome this barrier**.
4. Row 4 – Explain the **positive effects** on communication as a result of putting strategies in place to overcome this barrier.

Again don’t forget to include references and a bibliography for this table.