



# Health & Social Care

## Crucial Knowledge

### Unit R022



## Unit R022: Communicating and working with individuals in health, social care and early years settings

Learning Outcome	Topic
LO1	Understand how to communicate effectively
LO2	Understand the personal qualities that contribute to effective care
LO3	Be able to communicate effectively within a health, social care and early years setting

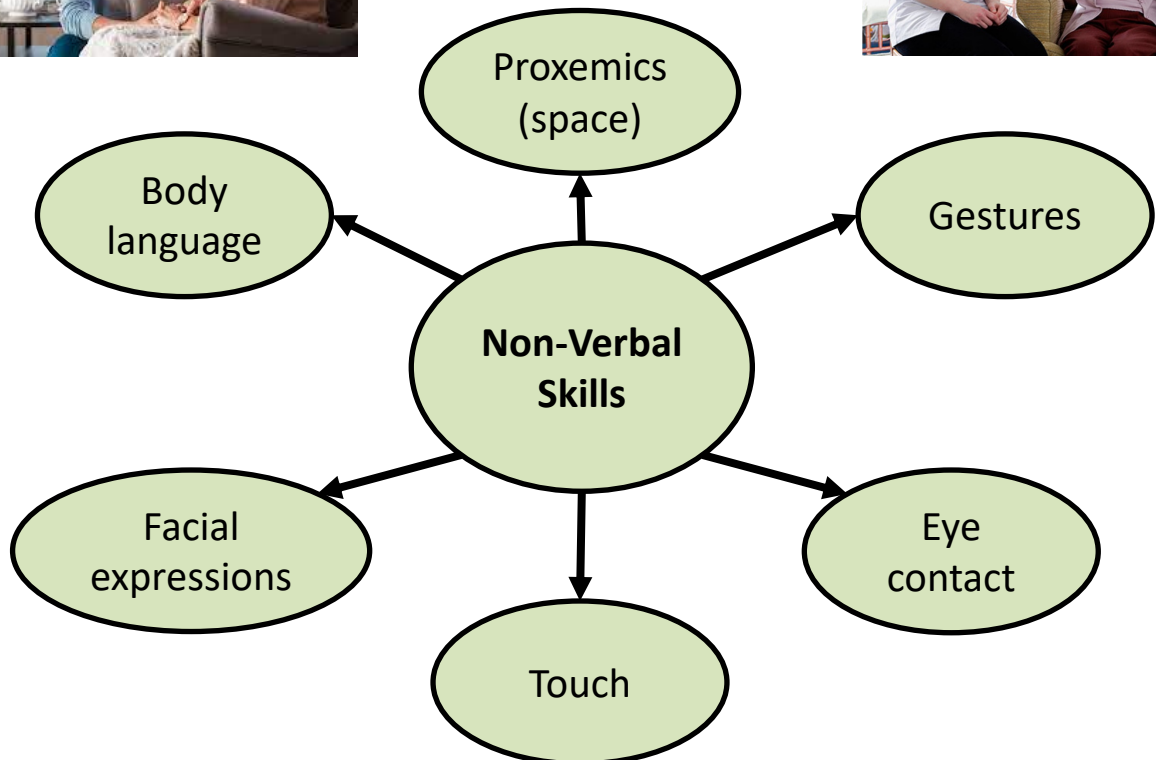
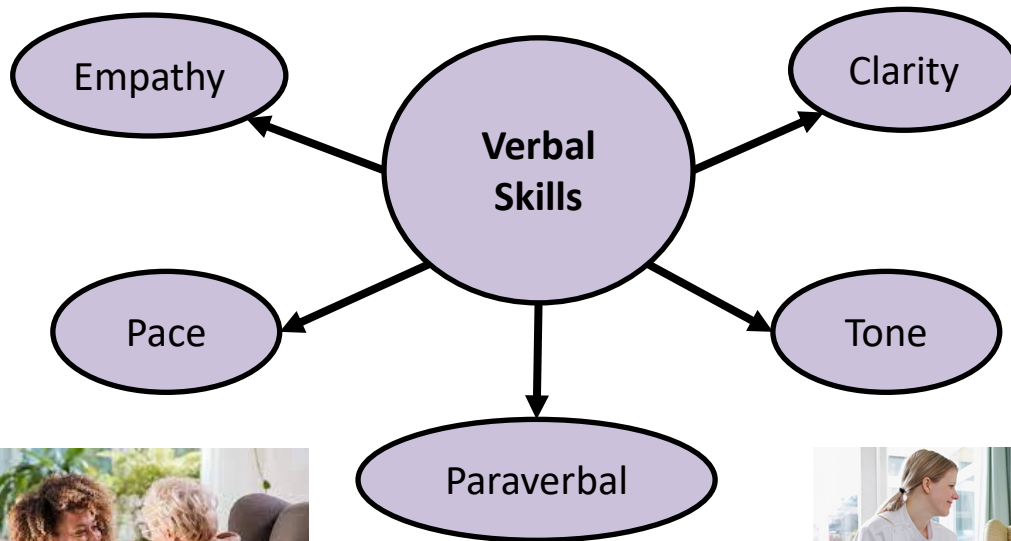
Why am I learning this?	Careers Links
<p>In this unit you will learn about the different types of communication skills and why they are important. You will also learn about barriers to communication and techniques to overcome them. You will explore the personal qualities practitioners need and finally demonstrate the communication skills that you have.</p> <p>In your internal assessment you will be asked to create a guide on communication skills for a practitioner including barriers and how to overcome them. You will then write about personal qualities and plan two interactions to demonstrate your skills.</p>	<p>Health care</p> <p>Social Care</p> <p>Early Years</p>



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Learning Outcome 1



The different types of communication





# Health & Social Care Crucial Knowledge Unit R022 Learning Outcome 1



## The different types of communication

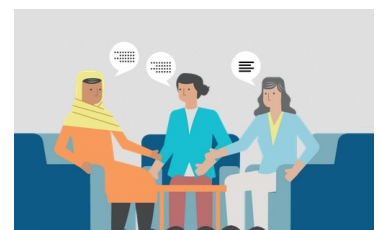
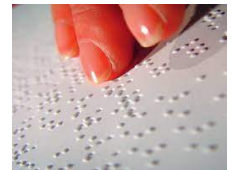
### Written Communication

- How is it presented
- Spelling, punctuation and grammar
- Style (formal or informal)
- Language used



### Specialist Communication

- **Braille** – Used by those blind or visually impaired
- **Sign Language** – Used by those deaf or hearing impaired
- **Makaton** – Used by those who have difficulties with speech
- **Voice-activated software** – Used by those who have issues with mobility or in using a keyboard to type due to a disability
- **Advocates** – Support and enable individuals to express their views and concerns where they find it difficult to do so
- **Interpreters** – help communication by converting spoken or sign language from one language into another

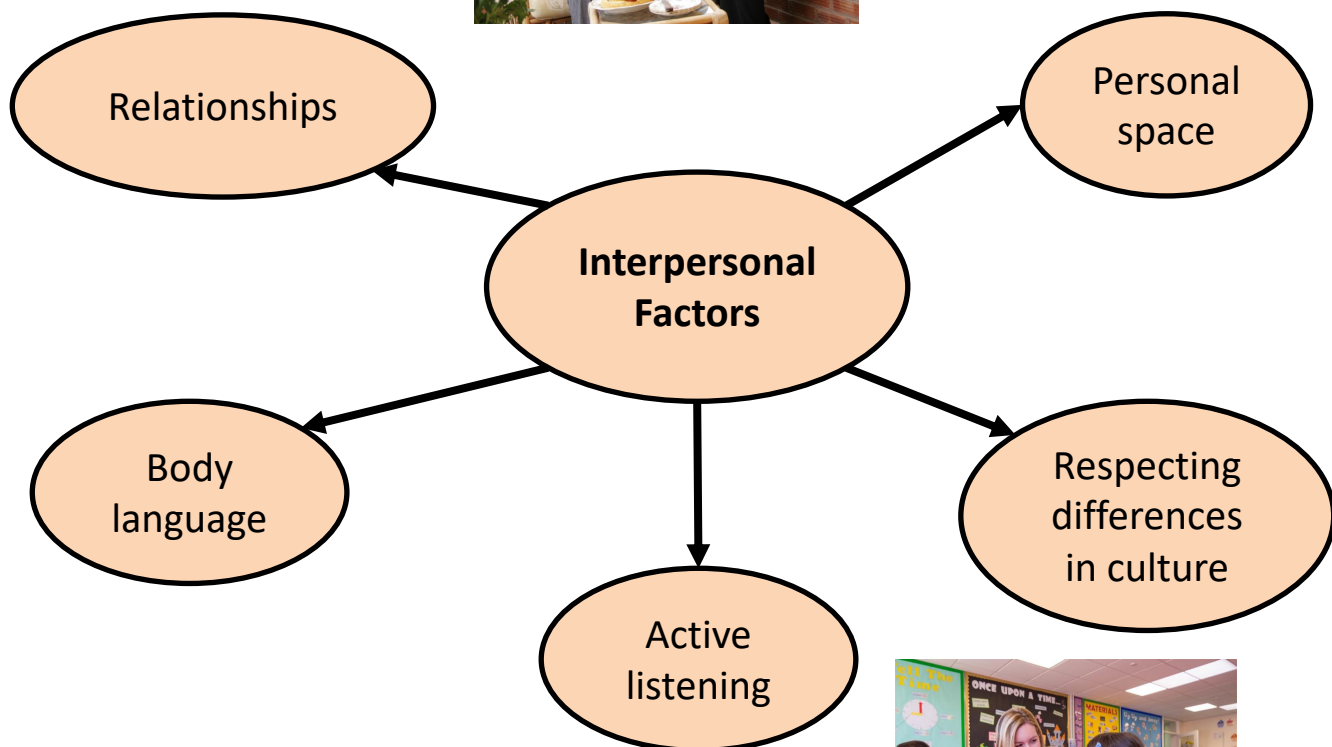
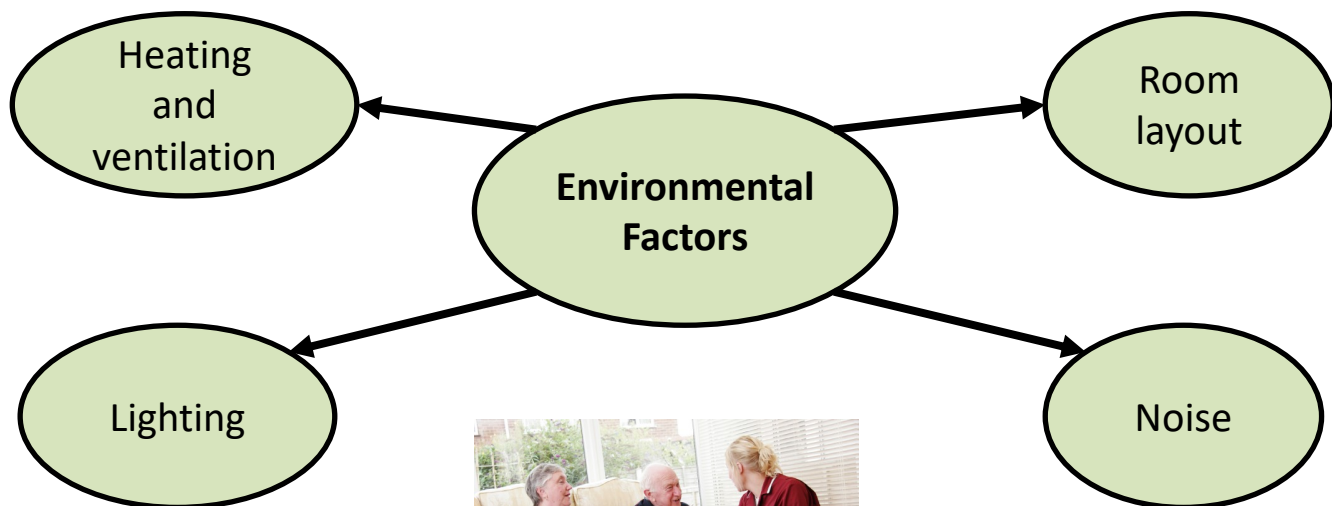




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Factors that positively influence communication





# Health & Social Care Crucial Knowledge Unit R022 Learning Outcome 1



## Barriers to communication

### Language Barriers

- Patronising Language
- Inappropriate use of language
- Differences in language spoken
- Inappropriate body language
- Tiredness
- Aggression

### Speech difficulties due to disabilities or illness

- Dementia
- Deafness



### The environment

- Noisy environment
- Inadequate space
- Poor lighting
- Damaged or unsuitable furniture





# Health & Social Care Crucial Knowledge Unit R022 Learning Outcome 1



## Ways to overcome barriers

### Adapt the environment

The indoor environment could be adapted to be more relaxed, the room could be larger or smaller depending on the interaction and the timing might be changed to a less busier time.

### Use a calm tone

This could be used when dealing with somebody who is aggressive to help to reduce their aggression.

### Training of Staff

This could help with language barriers, dealing with aggression or knowing how to communicate to those with speech difficulties

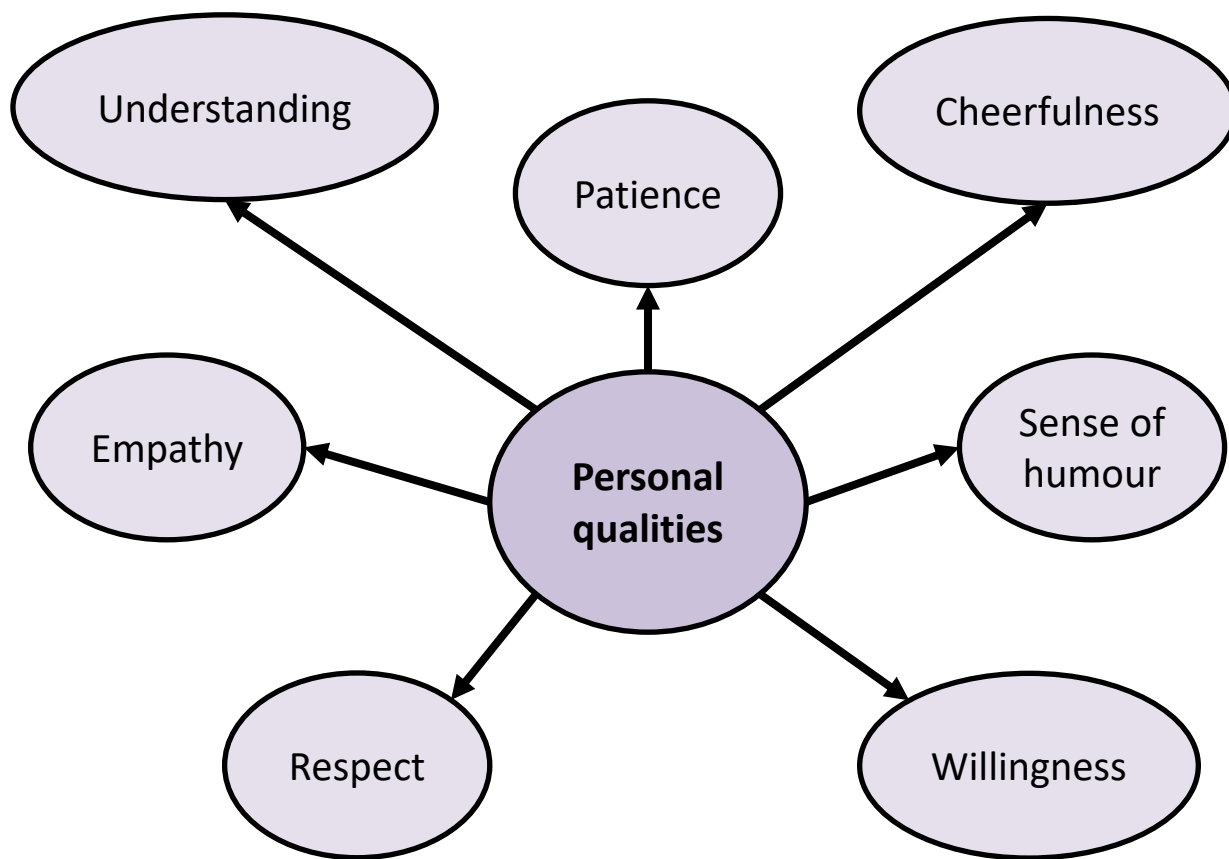




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The personal qualities that contribute to effective care







# Health & Social Care Crucial Knowledge Unit R022 Learning Outcome 3



## How to plan an interaction

**Time** - What time have you set aside for the interaction to achieve the aims and objectives

**Environmental factors** – Where will the interaction take place, and what environmental factors need to be taken into consideration?

**Activity of topic of conversation** – This requires knowledge of the individuals interests, needs and preferences so you can be sure the activity or conversation is relevant.

**Skills to be used** – What verbal and non-verbal communication skills will you use and why?

**Clear communication** - to give, obtain or exchange information.

**Comfort of the individual** – the unique comfort preferences of the individual need to be taken into account

**Showing value and respect** – lead by example, listen attentively and recognise differences







# Health & Social Care Crucial Knowledge Unit R022 Learning Outcome 3



## How communicate effectively

