

# Health and Social Care: Knowledge Organiser 2



## Learning Objective 1 - Understand how to communicate effectively

### RO22 Communicating and working with individuals in health, social care and early years settings (Controlled assessment = 25%)

<u>Types of communication</u>	<u>Summary</u>
Verbal	<ul style="list-style-type: none"><li>• Can provide others with clues about who you are and what you are feeling.</li><li>• 5 main verbal skills are <b>clarity, tone, empathy, paraverbal</b> and <b>pace</b>.</li></ul>
Non-verbal	<ul style="list-style-type: none"><li>• Plays an important role in how we interpret and convey messages.</li><li>• 3 examples of non-verbal communication is; <b>body language, gestures</b> and <b>facial expressions</b>.</li></ul>
Specialist	<ul style="list-style-type: none"><li>• To be able to communicate with individuals who have a diverse range of needs.</li><li>• 6 examples of specialist communication is; <b>braille, sign language, Makaton, voice-activated software, advocates</b> and interpreters.</li></ul>
Written	<ul style="list-style-type: none"><li>• Good writing skills create good impressions, for example writing care plans.</li><li>• To ensure effective written communication consider; the <b>typeface, correct SPAG, style of writing</b> and <b>avoiding jargon</b>.</li></ul>



The Braille Alphabet

⠁	⠃	⠉	⠇	⠑	⠋	⠒	⠓	⠗	⠚
a	b	c	d	e	f	g	h	i	j
⠅	⠎	⠍	⠏	⠕	⠖	⠙	⠘	⠞	⠜
k	l	m	n	o	p	q	r	s	t
⠿	⠽	⠻	⠼	⠽	⠾	⠿	⠾	⠿	⠾
u	v	w	x	y	z				



# Learning Objective 1 - Understand how to communicate effectively

## Environmental factors which positively influences communication

### Summary

Heating / ventilation

- Making sure the room is not too hot or too cold and well-ventilated.

Layout

- Making sure the room is carefully and safely arranged.

Lighting

- Well lit rooms make it easier to communicate.

Noise

- Low noise volume will not distract individuals from conversing.

## Interpersonal factors which positively influences communication

### Summary

Relationships

- Being cared and valued for will make individuals feel respected.

Respecting differences in culture

- Taking into account individuals have different cultures and what may be acceptable conversation in one culture may differ in the other.

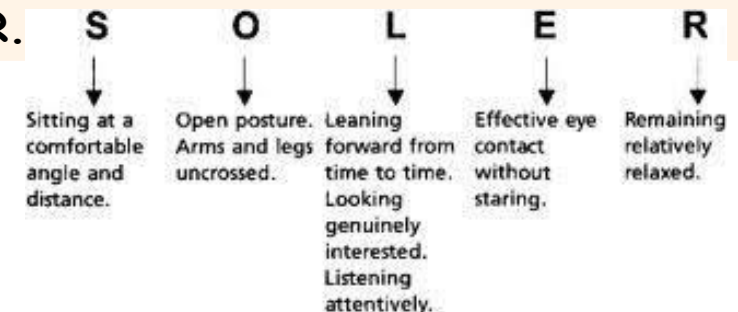
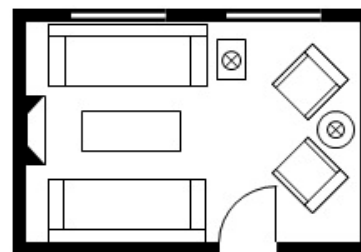
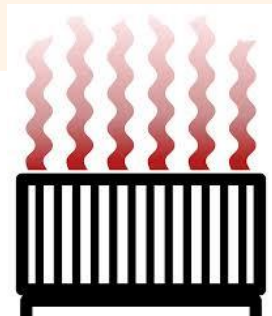
Body language

- Open posture while communicating to show interest.

Active listening

- Enables the listener to interpret what has been discussed, using gestures and empathy to reflect feelings of the conversation.

- **Egan's theory of communication SOLER.**



## Learning Objective 1 - Understand how to communicate effectively: Key terms

<u>Key terms</u>	<u>Definition</u>
<b>Advocate</b>	Independent people who represent the wishes, views and preferences of individuals who are unable to do so for themselves because of an illness, disability or condition.
<b>Empathy</b>	The ability to understand and share another person's feelings and experiences.
<b>Care plan</b>	A written statement that sets out an individual's preferences, wishes, care and support needs, including the care and support that will be provided, the reasons why, when they will be provided and by whom.
<b>Dementia</b>	A term used to describe the symptoms that occur when the brain is affected by specific conditions and diseases; symptoms may include memory loss and difficulties with thinking, problem-solving or language.
<b>Jargon</b>	Words or expressions used by professionals that are difficult for others to understand.
<b>Physical disability</b>	A physical impairment or weakness that affects an individual's ability to do daily activities.
<b>Learning disability</b>	A learning impairment or weakness that affects an individual's ability to do daily activities.
<b>Dyslexia</b>	A learning difficulty that affects an individual's ability to learn to read or interpret words, letters and numbers.
<b>Cerebral palsy</b>	A condition that affects the body's muscle control and movement, and is usually caused by an injury to the brain before, during or after birth.
<b>Care review</b>	Regular meetings where individuals and other supporting them and working with them discuss whether the individual's care plan is effective and meeting their current needs.

## Learning Objective 1 - Understand how to communicate effectively: Key terms

<u>Key terms</u>	<u>Definition</u>
<b>Active listening</b>	Being able to focus, understand and interpret and respond to what is being said or expressed.
<b>Personal space</b>	The physical area that immediately surrounds a person.
<b>Positive communications</b>	Communications that are positive, honest and constructive.
<b>Paraphrasing</b>	A way of restating what has been said or heard by clarifying.
<b>Summarising</b>	A way of concluding and focusing on key points.
<b>Open questions</b>	Questions that encourage the expression of opinions and feelings such as <i>What? Why? How?</i>

Use the blank spaces to use when you come across a term you are unsure of!