

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>Barriers to communication</u>	<u>Summary</u>
Language: Patronising, inappropriate use of language or differences in language	<ul style="list-style-type: none">• The use of complex or technical terms.• Disrespectful.• Leads to information not being understood.
Language: Inappropriate body language	<ul style="list-style-type: none">• Can lead to intended meanings behind communications being wrongly interpreted.• Not being approachable.
Language: Aggression	<ul style="list-style-type: none">• Can cause negative impacts such as; frustration, anger, hostility and anxiety.
Speech difficulties due to disabilities or illness	<ul style="list-style-type: none">• May not understand what is being said.• Information may be misinterpreted.
Environment: Noisy environment	<ul style="list-style-type: none">• Can be unwelcomed distractions such as; loud background noise.
Environment: Inadequate space	<ul style="list-style-type: none">• Can make individuals feel crowded and uncomfortable.
Environment: Poor lighting	<ul style="list-style-type: none">• Dull rooms do not let individuals see facial expression during conversations.
Environment: Damaged or unsuitable furniture	<ul style="list-style-type: none">• Bad first impression and distracting while communication is taking place.

Ways to overcome the barriers to communication

Summary

Language

- Use photographs and pictures alongside spoken and written words.
- Ask others to interpret what is being said.

Aggression

- Respond calmly; use a calm tone of voice, do not use an angry tone of voice.
- Give the individual plenty of space.

Tiredness

- Change the timing of training for staff; to make sure they are rested.
- Make sure the room is well-ventilated.

Speech difficulties

- Provide time for the communication to take place.
- Adapt the environment to make the individual calm while communicating.

The indoor environment

- Making sure communication is taking place with adequate space.
- Make sure the area for communication is in a quiet place.

The outdoor environment

- Speak clearly and do not shout.
- Provide key points in writing, so the individual can refer to it when it is needed.



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

<u>Key terms</u>	<u>Definition</u>
Patronising language	Using language that makes another person feel that they are not very intelligent or important.
Insomnia	A condition that involves difficulties with falling asleep and/or staying asleep.
Emotional abuse	The emotional maltreatment or emotional neglect of an individual.
Pre-school playgroup	A setting that provides early years education and care for children aged 3-5 years, usually for 4 hours a day 5 days a week.
Stammers	When an individual's flow of speech is interrupted through the repeating or prolonging of sounds in words.
Hearing impairment	A loss of hearing; it can be mild, moderate or profound, and it can affect one ear or both ears.

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