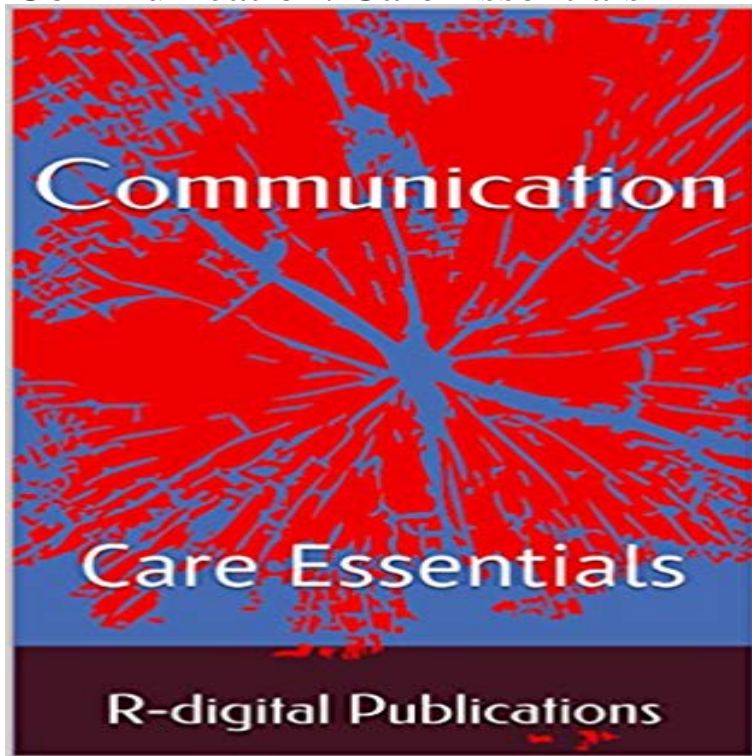


Communication: Care Essentials



This resource deals with the importance of effective communication when caring for an individual. It looks at what communication is and how this will affect the nature of any relationship. It is especially useful for any carer in whatever situation as it explains the different types and methods of communication across a wide variety of needs and preferences. The Communication Cycle explains how individuals send and receive messages and the importance of communicating in the manner preferred by the recipient. Different types of communication are considered including verbal and non verbal categories. Topics such as choice of vocabulary, tone of voice, pitch and volume are explained. Body language looks at aspects such as gestures, facial expressions, personal space and eye contact. The special communication needs of some individuals are also considered including Braille, Makaton, Sign Language, charts and communication boards. Barriers to effective communication are explained such as environment, privacy, language, culture and physical disability. There are practical guidelines provided to help overcome these barriers and improve communication. There is also information about dementia together with tips on how to best communicate with people who are living with this condition. The resource finishes by considering challenging behaviour as a means of communication, and issues around confidentiality. This resource can be used in different ways, for example: it is a digital workbook for learners as it provides questions and activities to test knowledge, or it can be used as a short course by anyone providing hands-on care. A special feature of this resource is that it gives access to interactive questionnaires that can be completed on phone, tablet or personal computer. The learner can then save or print their responses as required.

There are also activities provided via the link. Note for trainers: Each learner could have this resource on their digital device and use the interactive questionnaires to send their responses to you for approval. Work can also be printed to form part of a portfolio of work if that is appropriate. This could be particularly useful for domiciliary care workers.

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