R022 Communication Checklist / PLC

Name_____

Introduction
- ❏ Discuss who your guide is for and what it will contain.

1. **Different Types of communication**
    - ❏ What is communication?
        - ❏ How does communication support rights?
        - ❏ How does communication meet PIES?
    - ❏ Verbal
        - ❏ Discuss what verbal communication is and then discuss the following:
            - ❏ Tone
            - ❏ Clarity
            - ❏ Pace
            - ❏ Empathy
            - ❏ Para-verbal skills
            - ❏ Jargon
            - ❏ *Explain each. Give an example of each from a Health & Social Care Setting*
    - ❏ Non-verbal
        - ❏ Discuss what non-verbal communication is and then discuss the following:
            - ❏ Body language
            - ❏ Gestures
            - ❏ Facial Expressions
            - ❏ *Give an example of each from a Health & Social Care Setting*
    - ❏ Written
        - ❏ Discuss what written communication is and then discuss the following:
            - ❏ Importance of written communication in care settings
            - ❏ Types of written communication used within your setting e.g. care plan, care report or instructions for medical procedure/operational activity
            - ❏ Provide an example (that you have written) of a care plan or care report.
    - ❏ Specialist
        - ❏ Discuss what specialist communication is and then discuss the following:
            - ❏ Braille
            - ❏ Sign language
            - ❏ Makaton
            - ❏ Assistive Technology (Voice recognition, Aided communication System,)
            - ❏ Advocates
            - ❏ Interpreters
            - ❏ *For each explain what it is and give at least one example of how it would be used in care setting*

2. **Factors that affect Communication** (Influencing communication in a nursery)
    - ❏ Discuss the positive factors that can influence communication
        - ❏ Interpersonal Influences
            - ❏ Relationships
            - ❏ Active Listening-SOLER
            - ❏ Body language
            - ❏ Personal Space
        - ❏ Environmental Factors
            - ❏ Heating and Ventilation
            - ❏ Lighting
            - ❏ Room layout

- ❏ Noise
- ❏ Respecting different cultures
    - ❏ Cultural variations
        - ❏ Facial Expressions
        - ❏ Head movements
        - ❏ Hand and arm gestures
        - ❏ Eye contact
- ❏ *Write a definition for each factor*
- ❏ *Explain how it can **positively** affect communication*
- ❏ *Link this to at least one setting*
- ❏ *Include diagrams where appropriate (especially for room layout)*

3. **Barriers to communication and overcoming barriers (Cover 3 in detail)**
    - ❏ For each barrier -say how the barrier can influence communication and *how the barrier can be overcome e.g Adapting the environment, calm tone and training staff.*
        - ❏ Patronising language
        - ❏ Tiredness
        - ❏ Inappropriate body language
        - ❏ Aggression
        - ❏ Inadequate space
        - ❏ Poor lighting
        - ❏ Unsuitable furniture
        - ❏ Difference in language spoken
        - ❏ Speech difficulties due to disabilities or illness (e.g. autism and dementia)
        - ❏ Noisy environments
    - ❏ Discuss what happens if barriers to communication are not overcome e.g.PIES needs will not be met.

4. **Personal Qualities (All must be covered)**
    - ❏ Qualities that are needed in care
    - ❏ How the quality contributes to effective care e.g. empowerment, reassurance and value
    - ❏ How is this quality used when caring for an individual in a preschool or other care setting
        - ❏ **Patience**
        - ❏ **Understanding**
        - ❏ **Empathy**
        - ❏ **Respect**
        - ❏ **Willingness**
        - ❏ **Sense of humour**
        - ❏ **Cheerfulness**
        - ❏ *Explain what each personal quality means and then give an example. **Justify** why that personal quality should be used-why and how.*

5. **How to communicate effectively within one-to-one and group conversations**

- ❏ Behaviours that fail to value-you may include some of these factors or others….
    - ❏ inappropriate body language e.g. finger pointing/wagging, folded arms, hand gestures, inappropriate personal space
    - ❏ Inappropriate behaviour e.g. making a patient wait for care, aggression, Using the wrong tone etc

Include at least 3 examples (or any others) explain what they are and why they would fail to value the people in your care (i.e. what impact it would have on service users-give specific examples)

- ❏ Communicating in one-to-one interaction
    - ❏ Purpose
    - ❏ Objectives
    - ❏ Action Plan - e.g. Time, environmental factors, topic of conversation
    - ❏ Seating Arrangements and room plan for interactions
    - ❏ Structure of Interactions
    - ❏ Communication skills I will use
    - ❏ Record of Interaction-summarise actually happened during the interaction

- ❏ Communicating in a group interaction
    - ❏ Purpose
    - ❏ Objectives
    - ❏ Action Plan - e.g. Time, environmental factors, topic of conversation
    - ❏ Seating Arrangements and room plan for interactions
    - ❏ Structure of Interactions
    - ❏ Communication skills I will use
    - ❏ Record of Interaction-summarise what actually happened during the interaction