Example Assignment
Unit 2: Communication in Care Settings

The portfolio work you produce for this assignment will be assessed to decide your mark for this unit.

Effective communication in care settings is the key to providing quality care.

You will need to research the different communication skills used in **one** health, social care or early years setting. The report you produce of your findings will be used to help trainee care workers improve their understanding of the importance of communication.

Throughout your portfolio you must respect confidentiality in relation to the chosen setting, care workers and service users.

Activity 1 (AO1)

Research the different types of communication used in care settings. You must include examples of:

- oral communication
- written communication
- computerised communication
- special methods

Describe the purpose of each type of communication – what it is used for and why it is important?

Activity 2 (AO1)

Explain how each type of communication could support and value service users by:

- promoting equality and diversity
- maintaining confidentiality
- promoting individual rights and beliefs

Activity 3 (AO1)

Assess ways communication can be improved and inhibited by a range of different factors. You must include examples of:

- positioning
- emotion
- environmental condition
- special needs

Activity 4 (AO2)

Arrange to visit a health, social care or early years setting of your choice, or, organise for a care worker to come into your centre to be interviewed.

You must observe the care worker using **four** different communication skills, or question them about their use of communication skills.

Choose the skills from:

- tone
- pace
- eye contact
- body language
- clarifying
- summarising
- paraphrasing
- empathising

Describe how each communication skill is used by the care worker and why it is important.

Explain how the service users are valued and supported by the care worker through communication. Include examples of interactions to show how the care values are applied and appropriate communication skills used.

Your examples of interactions could include:

- one-to-one
- group
- formal
- informal

You must use specialist vocabulary when completing this activity.

Activity 5 (AO3)

Choose **two** theories that relate to communication from:

- group structure
- the communication cycle
- the structure of interactions
- SOLER
- theories of formation

Research each theory and gather relevant information using different sources of information, e.g. textbooks, publications, websites or organisations. You must include each source in your bibliography.

Explain how each theory provides guidance to care workers about how to communicate effectively with service users. You must include information about the theorists' views of the effects of effective and inappropriate communication on service users and/or care workers.

Activity 6 (AO4)

Plan and carry out an interaction with a service user/care worker or small group of service users/care workers. This could take place in a care setting, work placement or in your own Centre.

Write a plan for the interaction:

- Who will be involved?
- Where will the interaction take place?
- Aims and objectives of the interaction.

Ask your teacher and/or peers to complete an observation of your interaction if possible. You could video the interaction but must make sure you have the permission of the participants before doing so.

Activity 7 (AO4)

Evaluate the effectiveness of the interaction.

Your evaluation must include:

- a description of the communication skills you used;
- how different factors supported and/or inhibited the interaction;
- detailed information about how you applied the care values;
- a transcript of the interaction and include examples of the points you have made in your evaluation;
- the views of the service user(s)/care worker(s), your own perspective and the views of your assessor and/or peers;
- conclusions about how well the aims and objectives were met;
- realistic ways you could improve the interaction if you did it again.