

## Communication Skills and Handling Information

Effective communication is the basis all of good health and social care practice. This programme covers the communication cycle and how to make sure that communication is effective and messages are understood at each stage. It explains the barriers to communication and the ways they may be overcome using alternative forms of communication. It also covers the meaning of confidentiality and how to implement it in practice. The programme has been mapped to the Care Certificate and the Core Skills Training Framework (CSTF) for health.



### Key features

- A level 2 programme (as graded against the nationally accepted levels and equivalent to GCSE grades A\* - C).
- Two modules with one multiple choice questionnaire.
- Two CPD hours
- A personalised downloadable certificate.
- 70% pass mark.
- Optional narration of each module for accessibility.
- Additional resources for further learning and printable modules for future reference.
- This programme has been mapped to the Care Certificate and CSTF standards.

### Programme objectives

This programme will help to ensure that anyone who provides care to patients or service users understands the importance of effective communication and the principles of confidentiality in day-to-day practice.

1. Explains the importance of effective communication at work
2. Illustrates how to meet the communication and language needs, wishes and preferences of individuals
3. Discusses the barriers to communication and how to effectively overcome them
4. Shows how to correctly record and report the care work undertaken
5. Explains how to apply the basic principles of confidentiality in day-to-day practice.



### Target audience

This programme provides a thorough understanding of communication skills and handling information, helping workers in the health and social care sector to develop positive relationships with those using the services and their families.



## Module content:

### 1. Communication Skills

- What is communication?
- The communication cycle
- Who you are likely to communicate with in your setting
- Methods of communication, including alternative forms of communication (sign language, finger spelling, Makaton, Braille)
- Communication passports
- The use of technological aids in communication.

### 2. Barriers to Communication and Confidentiality




- What are the barriers to effective communication
- How to overcome barriers
- Creating a caring presence
- Checking for understanding
- What is confidentiality?
- Dilemmas about confidentiality
- How to apply basic principles of confidentiality
- Understanding the Code of Conduct for Healthcare Support Workers and Adult Social Care workers.

## Why choose us?

West Midlands Ambulance Service NHS Foundation work with EduCare on a range of e-learning programmes. We feel that the EduCare method is robust, engaging and easy-to-use. It is also a good resource as it allows learners to refer back to content even after they have completed their training. I would definitely recommend EduCare to other organisations who need to undertake staff training. »

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