

Unit HSC402: Communicating in Health and Social Care

Unit code:

T/505/9495 RQF

level: 4

Aim

The aim of this unit is to develop the learner's awareness of different forms of communication used in health and social care settings and its importance for effective service delivery.

Learning Outcomes and Assessment Criteria

Learning outcomes	Assessment criteria
To achieve this unit a learner must be able to:	Assessment of these outcomes demonstrates the learner can:
1. Identify key communication skills and explain how these are applied in a health and social care setting.	1.1 Compare and contrast 2 theoretical approaches to communication in health and social care. 1.2 Describe the main types of communication utilised within health and social care practice.
2. Analyse the various factors which influence the communication process in health and social care.	2.1 Discuss the main barriers to communication and how these can be overcome. 2.2 Identify a variety of alternative means of communication utilised with Health and Social care users with special requirements. 2.3 Explain the importance of confidentiality, linking to Caldicott Principles.
3. Discuss the benefits and challenges of information and communication technology (ICT) in health and social care practice.	3.1 Discuss how ICT has benefitted service users in health and social care. 3.2 Discuss how ICT has benefitted health and social care practitioners. 3.3 Explain the data protection act and its application in health and social care.

Suggested Resources

McCorry, L, K and Mason, J. (2011) Communication skills for Healthcare Professionals

Crawford, P. (2006) Communication in Clinical Settings. Nelson Thornes Publishing

Moss, B. (2015) Communication Skills for Health and Social Care, Sage Publications

Schiavo, R (2013) Health Communication from Theory to practice

Mamen M (2007)– Understanding Non-Verbal Learning Disability, Jessica Kingsley Publishing
ISBN: 9781843105930

Nursing Times

Nursing Standard

Journal of Health Care Support Workers

Royal National Institutes for the Blind WWW.RNIB.Org.uk