

Health and Social Care holiday homework.

You will need to complete a piece of independent research about the communication skills used by care workers in ONE setting.

Due to COVID19 we cannot go into a care setting and so you will need to watch a programme that is set in a health setting. Here are some examples:

- 24 hours in A and E
- Junior Doctors
- One born every minute

Please introduce the care setting that you have selected to observe and the situation that is occurring. You should complete your own research to ensure you understand what each skill means and how it can be used in the care setting you are observing.

Pick **two** care practitioners and observe how they are communicating with the service users. You will need to look out for these skills and explain how the workers have used the skills effectively. Discuss **how** they use the skills identified in the table below.

Skill	Care practitioner 1 how they use the skill AND the impact on the service user	Care practitioner 2
Tone of voice	<i>The doctor spoke in a calm way and this meant the patient felt reassured that everything would be OK.</i>	
Pace of voice		
Eye contact		
Facial expression		
Clarifying		
Posture		
Paraphrasing		
empathising		

The table is to help you identify the skills. You **MUST** write this up in a report. You **SHOULD** discuss how the care practitioners talk to each other. You **COULD** discuss how effective their communication was.