

PWCS 31: Principles of communication in adult social care settings

Unit reference R/602/2906

Level 3

Credit value 2

GLH 17

Unit aim The unit develops knowledge of the importance of communication in adult social care settings, and ways to overcome barriers to meet individual needs and preferences in communication. This unit is aimed at those who are interested in, or new to, working in social care settings with adults.

Learner name:**CACHE Centre no:****CACHE PIN:****ULN:**

Learning outcomes The learner will:	Assessment criteria The learner can:	Evidence record e.g. page number & method	Assessor judgement achieved Initial and date
1. Understand why effective communication is important in adult social care settings.	1.1. Identify the different reasons people communicate.		
	1.2. Explain how communication affects relationships in an adult social care setting.		
2. Understand how to meet the communication and language needs, wishes and preferences of an individual.	2.1. Compare ways to establish the communication and language needs, wishes and preferences of an individual .		
	2.2. Describe the factors to consider when promoting effective communication.		
	2.3. Describe a range of communication methods and styles to meet individual needs.		
	2.4. Explain why it is important to respond to an individual's reactions when communicating.		

Learning outcomes The learner will:	Assessment criteria The learner can:	Evidence record e.g. page number & method	Assessor judgement achieved Initial and date
3. Understand how to overcome barriers to communication.	3.1. Explain how individuals from different backgrounds may use communication methods in different ways.		
	3.2. Identify barriers to effective communication.		
	3.3. Explain how to overcome barriers to communication.		
	3.4. Describe strategies that can be used to clarify misunderstandings.		
	3.5. Explain how to access extra support or services to enable individuals to communicate effectively.		
4. Understand principles and practices relating to confidentiality.	4.1. Explain the meaning of the term "confidentiality".		
	4.2. Describe ways to maintain confidentiality in day to day communication.		
	4.3. Describe the potential tension between maintaining an individual's confidentiality and disclosing concerns to agreed others .		
	4.4. Explain how and when to seek advice about confidentiality.		

Learner declaration of authenticity:

I declare that the work presented for this unit is entirely my own work.

Learner signature:

Date:

Assessor sign off of completed unit: PWCS 31

I confirm that the learner has met the requirements for all assessment criteria demonstrating knowledge and skills for this unit.

Assessor name:

Signature:

Date:

For e-portfolio a signature is not required, providing the learner has a personalised and secure login.

Additional information about the unit:	
Relationship to occupational standards - provided with the QCF unit	HSC 31
Additional unit assessment requirements provided with the QCF unit	This unit needs to be assessed in line with the Skills for Care and Development QCF assessment principles.
Guidance for developing assessment arrangements for the unit:	
Guidance for developing unit assessment arrangements – provided with the QCF unit	<p>An individual is someone requiring care or support.</p> <p>Communication methods include:</p> <ul style="list-style-type: none"> • non-verbal communication: <ul style="list-style-type: none"> - eye contact - touch - physical gestures - body language - behaviour • verbal communication: <ul style="list-style-type: none"> - vocabulary - linguistic tone - pitch.

	<p>Services may include:</p> <ul style="list-style-type: none">• translation services• interpreting services• speech and language services• advocacy services. <p>Agreed others may include:</p> <ul style="list-style-type: none">• colleagues• social worker• occupational therapist• GP• speech and language therapist• physiotherapist• pharmacist• nurse• specialist nurse• psychologist• psychiatrist• advocate• dementia care advisor• family or carers.
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Assessment task – PWCS 31 Principles of communication in adult social care settings

Understanding the principles of communication in adult social care settings is important to ensure that the needs of individuals are met. This knowledge will enable barriers to communication to be identified and overcome.

Produce a guidance document that could be used by new workers in a social care setting. Use the follow headings to structure your document:

Section 1: Effective communication is important in adult social care settings

Section 2: Meeting the communication and language needs, wishes and preferences of an individual

Section 3: Overcome barriers to communication

Section 4: Confidentiality principles and practices

Task 1 links to learning outcome 1, assessment criteria 1.1 and 1.2.

Section 1: Effective communication is important in adult social care settings

- Identify the different reasons people communicate.
- Explain how communication affects relationships in an adult social care setting.

Task 2 links to learning outcome 2, assessment criteria 2.1, 2.2, 2.3 and 2.4.

Section 2: Meeting the communication and language needs, wishes and preferences of an individual

- Compare ways to establish the communication and language needs, wishes and preferences of an individual.
- Describe the factors to consider when promoting effective communication.
- Describe a range of communication methods and styles to meet individual needs.
- Explain why it is important to respond to an individual's reactions when communicating.

Task 3 links to learning outcome 3, assessment criteria 3.1, 3.2, 3.3, 3.4 and 3.5.

Section 3: Overcome barriers to communication

- Explain how individuals from different backgrounds may use communication methods in different ways.
- Identify barriers to effective communication.
- Explain how to overcome barriers to communication.
- Describe strategies that can be used to clarify misunderstandings.
- Explain how to access extra support or services to enable individuals to communicate effectively.

Task 4 links to learning outcome 4, assessment criteria 4.1, 4.2, 4.3, 4.4 and 4.5.

Section 4: Confidentiality principles and practices

- Explain the meaning of the term “confidentiality”.
- Describe ways to maintain confidentiality in day to day communication.
- Describe the potential tension between maintaining an individual's confidentiality and disclosing concerns to agreed others.
- Explain how and when to seek advice about confidentiality.