

School name

Knowledge Organiser: Year 10, Term 1

## **Subject: Health and Social Care**

### **Unit R022 – Communicating and working with individuals in Health, Social Care, and early years settings.**

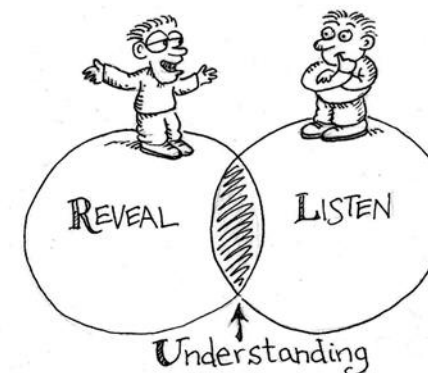
#### **LO2 – Understand the personal qualities that contribute care**

##### **The qualities that contribute to effective care:**

- Willingness (e.g. To support other individuals)
- Sense of humour (e.g. When working with young children in a nursery)
- Patience (e.g. When dealing with an individual in a wheelchair). Patience - the ability to accept or tolerate delay, problems, or suffering without becoming annoyed or anxious. Patience is a quality for working with the elderly, children, and disabled people. Patience involves providing service users with time to be able to express what they want or must do. For example, a child who requires a wheelchair will need more time to mobilise than one who does not require one. By standing back and allowing the child to go at their own pace will lead to empowerment, rather than rushing or doing jobs for the child.
- Understanding (e.g. By giving clear instructions for an activity at a day care centre so that they are understood). Understanding - could be shown by changing the format of the instructions to suit the service users ability for example

signing for the deaf, simple words and pictures for children or large font for people with sight problems.

- Empathy (e.g. With an individual's circumstances when breaking bad news in a hospital). Empathy is the capacity to understand or feel what another person is experiencing from within their frame of reference, that is, the capacity to place oneself in another's position.
- Respect (e.g. An individual's personal religious beliefs about the type of food they can eat in hospital). Respect, also called esteem, is a positive feeling or action shown towards someone or something considered important or held in high esteem or regard. It conveys a sense of admiration for good or valuable qualities.
- Cheerfulness (e.g. The way a nursery nurse greets the children). The quality or state of being noticeably happy and optimistic, the way you carry yourself and how happy you are.



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### **LO3 – Be able to communicate effectively within a health, social care and early years setting**

#### **Understand the personal qualities that contribute care**

**How to plan for a one-to-one and group health, social care or early years interaction, considering:**

Time i.e.: – ensuring enough time is set-aside

– that all parties involved are aware of the time and how long it will take

Environmental factors, i.e.: – away from the noise of the nursery, in private if necessary

– appropriate lighting and space



– seating plans (e.g. GP surgery, day care centre seating arrangements)

Activity or topic of conversation, i.e.:

– related to the health, social care, or early year setting

Skills to be used, i.e.:

– non-verbal

– verbal

**The reasons why practitioners and individuals who use the service need to communicate clearly, i.e.:**

- to give, obtain and exchange information to meet the individuals, physical, intellectual, language, emotional and social needs

- To ensure the comfort of the individual

- To show value and respect for the individual

**How to communicate effectively in a one-to-one and group situation, i.e.:**

Active listening, i.e.: – concentrate on what is being said

– understand what individuals and key people are trying to express

– interpret the information being given, repeat information if necessary

– respond to information appropriately

– actively encourage others to communicate

– appropriate body language,

– maintaining eye contact hand gestures/folded arms/ finger pointing