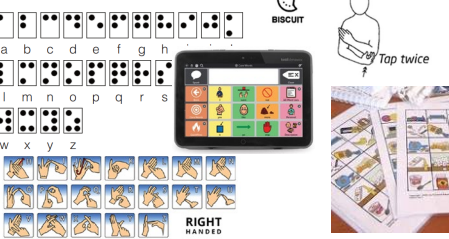


Service provider - the setting such as the GP surgery, residential care home, doctor (someone or somewhere/place that provides HSC service).

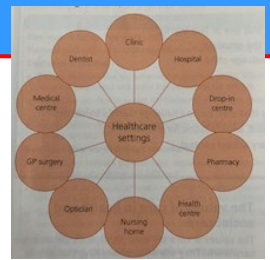
Service user - you and I: the people/individuals who use the service.

Care practitioner - the person offering the service to the service user.

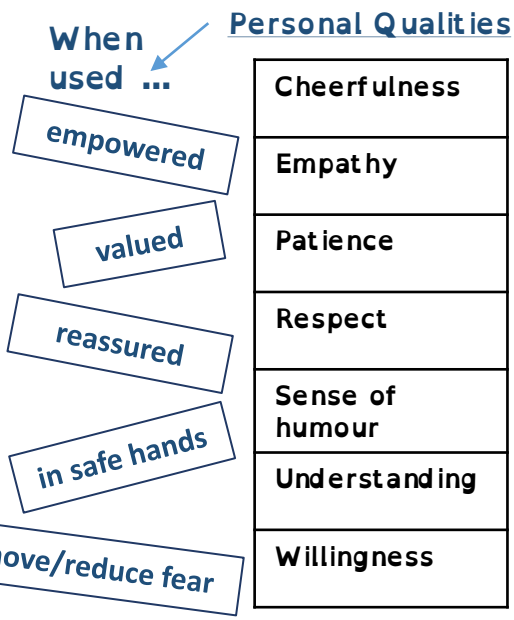
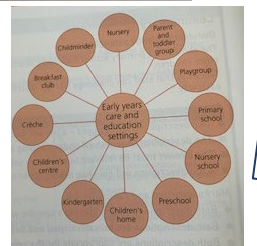


- KEY TERMS**
- ADVOCATES
 - EMPATHY
 - CARE PLAN
 - DEMENTIA
 - JARGON
 - PHYSICAL DISABILITY
 - LEARNING DISABILITY
 - DYSLEXIA
 - CEREBRAL PALSY
 - CARE REVIEW
 - ACTIVE LISTENING
 - PERSONAL SPACE
 - POSITIVE COMMUNICATIONS
 - PARAPHRASING
 - OPEN QUESTIONS
 - SUMMARISING
 - PATRONISING LANGUAGE
 - INSOMNIA
 - EMOTIONAL ABUSE
 - PRE-SCHOOL PLAYGROUP
 - STAMMERS
 - HEARING IMPAIRMENT
 - HALAL
 - RESILIENCE
 - 'SAFE HANDS'
 - AIMS
 - OBJECTIVES
 - OFSTED
 - SOCIAL SERVICES
 - HOSPICE
 - DOWN'S SYNDROME

Communication types	How used (skills)
Verbal communication	Clarity; Tone; Pace; Empathy; Para verbal; Paraphrasing, Appropriate (type of language and in relation to age).
Non-verbal communication	Body Language Gestures Facial expressions
Written communication	Care plans; text/font style and size; jargon; formal or informal.
Specialist communication	Braille; Makaton; Sign language (BSL/SSE); voice-activated software; advocates; interpreters, PECS.



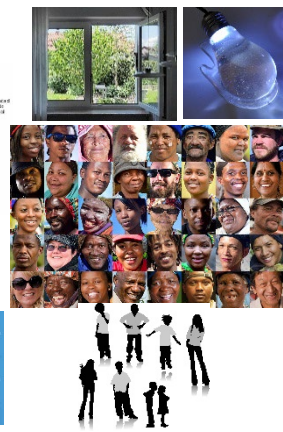
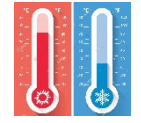
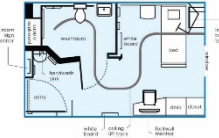
HSC Settings



FACTORS that positively influence communication.



- ENVIRONMENTAL FACTORS:**
- Temperature
 - Layout
 - Lighting
 - Noise (or lack of it!)
- INTERPERSONAL FACTORS:**
- Relationships
 - Personal space
 - Respecting differences in culture
 - Body language
 - Active listening



BARRIERS TO COMMUNICATION		
LANGUAGE	SPEECH DIFFICULTIES	ENVIRONMENTAL
Language differences (including dialect)	Speech difficulties which create a barrier due to disabilities or illness	Inadequate space
Inappropriate use of language		Poor lighting
Patronising language		Noisy environment
Tiredness		Unsuitable/damaged furniture
Aggression		
Inappropriate body language		

RO22 - KNOWLEDGE ORGANISER



SOLER theory (Gerard Egan) ~ ACTIVE LISTENING is a part of this.

- S** - sit squarely/5 o'clock position
- O** - open posture to avoid looking defensive
- L** - lean slightly in towards individual to show a genuine interest in what's being said
- E** - eye contact but not too much or too little
- R** - relaxed posture will in turn make the individual also feel relaxed