

Health & Social Care

No work in the health and social care sector is completed in isolation. Professional relationships are really important in the delivery of safe and effective care and support. An understanding of these relationships, and how they are formed, is essential if you are considering pursuing a career in the health and social care or early year's sector.

The first unit you study aims to introduce you to the many different relationships that you will encounter within the health, social care sector or early years sector; whether with colleagues, senior members of staff, other professionals within the sector or individuals who require care and support. By doing this unit you will apply communication and relationship building skills in a practical way, considering how different factors, including context, can impact on the building of positive relationships. You will also be introduced to the concept of the person-centred approach which will help with your relationship building skills.

The work below will help you with the first tasks in this unit.

Activity 1

Complete the chart below including as many examples of each as you can (I have completed the first examples to help):

Health care settings	Social Care Settings	Early Years Settings
GP Surgeries	Day Centre for the Elderly	Childminder

Activity 2 (a)

- I. Choose 2 local care settings – you must choose them from different columns. You cannot choose 2 settings from the same sector/setting. Choose 2 settings you are interested in as these will be used in your first piece of coursework.
- II.
- III. For each of the settings you have chosen list all the professionals/people who work there e.g nursery manager, receptionist

Name of setting: Setting 1 - Professionals working in the setting:	Name of setting: Setting 2 – professionals working in the setting:

Activity 2 (b)

Look at your lists of practitioners above – what types of relationship exist in the setting, for example, GP surgery: receptionist to patient and is the relationship formal or informal or can it be both?

Setting 1:	Formal, informal or both
Type of relationship:	

Setting 2:	Formal, informal or both
Type of relationship:	

Activity 3: Communication

In any health, social care or early years setting a wide range of communication skills are used. Complete the chart with as many examples as possible to show how these skills are used in the 2 settings you have chosen.

Communication skill	Setting 1:	Setting 2:
<p>Verbal Communication: how might these be used in your settings e.g. in meetings, answering the phone, giving instructions</p>		
<p>Non-verbal communication – you could consider how the following are used in your settings. Give examples of how and why the following types of non-verbal communication is important</p> <ul style="list-style-type: none"> • appropriate pace, • tone of voice • pitch of voice • eye contact • awareness of dialect, • effective questioning, • active listening, • body language, • touch, • proximity, • non-discriminatory language, • avoiding slang and jargon, • age-appropriate, 		

<ul style="list-style-type: none"> demonstrating empathy 		
<p>Written Communicaton. What types of written communication used in your chosen settings?</p>		
<p>Written communication – why are the following important in the written communication used in your setting</p> <ul style="list-style-type: none"> accurately recording information, avoiding slang and jargon 		
<p>Special methods – how & why could the following be used in your chosen setting:</p> <ul style="list-style-type: none"> Makaton, British Sign Language, deafblind language, Braille, signs and symbols, technological aids e.g cochlear implants or special communication apps 		