

Level 3 Diploma in Adult Health and Social Care

Assignment Brief

Unit Title: Effective Communication in Health and Social Care Practice

Level: 3

Assessment Weighting: 100%

Grading: Pass/Fail

Word Count Requirement: 2500 words

(Task 1 - 1800 words; Task 2 - 700; words count; +/- 10%)

Assignment submission Guidelines - Given in the Page 5/Last page of this document

Purpose of the Assignment

This unit will help learners develop the knowledge and skills needed to communicate effectively in health and social care settings. It covers the principles of communication, factors that impact communication, and how to adapt communication methods to meet individual needs. Learners will also explore the importance of recording, reporting and working in partnership using effective communication strategies.

Learning Outcomes and Assessment Criteria

1. Understand why effective communication is important in adult social care settings

- 1.1 Identify different reasons people communicate
- 1.2 Explain how effective communication affects all aspects of own work
- 1.3 Explain why it is important to observe an individual's reactions when communicating with them

2. Understand how to meet the communication and language needs, wishes and preferences of individuals

- 2.1 Explain why it is important to find out the communication and language needs, wishes and preferences of an individual
- 2.2 Describe a range of communication methods
- 2.3 Describe a range of factors to consider when promoting effective communication

- 3. Understand how to overcome barriers to communication**
 - 3.1 Identify barriers to communication
 - 3.2 Describe ways to reduce barriers to communication
 - 3.3 Describe ways to check that communication has been understood
- 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

Task 1: Report

Answer the following questions in detail using references to legislation, codes of practice, and regulatory standards. Ensure you address each of the assessment criteria:

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Guidance: Use Harvard-style referencing. Refer to the Code of Conduct, GDPR, the Care Act 2014, and NHS or CQC communication best practice frameworks where applicable.

Task 2: Application of Knowledge (Choose ONE Option)

Choose one of the following options to demonstrate your ability to apply effective communication skills in practice. You must choose either Option A (if employed or volunteering in a care setting) or Option B (if not currently working in care).

Option A: Reflective Account (for learners in work/placement)

Write a reflective account based on your current or recent work in a health or social care setting. Address the following:

1. Describe a real interaction where you communicated with a service user or colleague.
2. Explain how you adapted your communication to meet the individual's needs or preferences.
3. Identify any barriers and how you addressed them.
4. Describe how you maintained confidentiality during the interaction.
5. Reflect on how this experience helped improve your communication practice.

This option ensures coverage of all ACs by requiring the learner to:

- **LO1 (AC 1.1-1.3)** - The learner describes a real interaction, identifies the reason for communication, explains its impact on work, and observes reactions.
- **LO2 (AC 2.1-2.3)** - The adaptation of communication to meet needs, use of various methods, and consideration of influencing factors is explained.
- **LO3 (AC 3.1-3.3)** - Barriers are identified, solutions given, and confirmation of understanding is discussed.
- **LO4 (AC 4.1-4.3)** - Confidentiality is addressed, with examples of maintaining it and managing situations where disclosure is necessary

Option B: Case Scenario Response

Scenario:

Sam is a support worker assisting Tom, a young adult with autism who uses visual aids and gestures to communicate. Tom recently became anxious about a new routine. Sam needs to work with Tom's mother and a speech therapist to develop a communication strategy.

Answer the following:

1. How can Sam adapt his communication to suit Tom's needs and preferences?
2. What barriers to communication may arise and how can they be overcome?
3. How should Sam ensure understanding and respond to Tom's non-verbal cues?
4. What steps should Sam take to maintain confidentiality while sharing relevant information?

This option ensures coverage of all ACs by requiring the learner to:

- **LO1 (AC 1.1-1.3)** - The learner analyses Sam's interaction with Tom, identifying reasons for communication, its effects, and reading non-verbal cues.
- **LO2 (AC 2.1-2.3)** - Adapting communication to meet Tom's preferences, describing methods (e.g., visual aids) and considering factors like environment or anxiety.
- **LO3 (AC 3.1-3.3)** - Identifying possible barriers (autism-related or environmental), suggesting ways to reduce them, and ensuring understanding.
- **LO4 (AC 4.1-4.3)** - Steps to maintain confidentiality while sharing relevant details with Tom's mother and the speech therapist

Assignment Completion Instructions

- This assignment will involve you in considerable research. You may use course notes, articles, textbooks, internet, and any additional paper-based material to facilitate completion of this assignment.
- Use in-text Citations and Harvard Referencing. Guidance Link:-
<https://www.cmls.org.uk/in-text-citations-and-references-using-harvard/>
- Ensure originality and AI check (**should not be more than 13%**) before you submit - we prefer Turnitin while you can use Grammarly or similar.
Turnitin Link: - <https://cmls-global.com/shop/support/turnitin-originality/>
- Task Heading font 14, sub-heading font 12; you can use Times New Roman, 1.5 line space, use page numbering
- Appendices (if used) must be clearly labelled and referenced in the text
- You must follow deadlines as per given in Study Planner Week in your portal
- Combine all files (tasks) in one file - include the coversheet and declaration in the first page.

Firstname - Unit number - Unit Title

e.g. Mike - Unit 1 - Responsibilities of a Health and Social Care Worker

Assignment structure should be

Page 1- Coversheet and declaration

Page 2 - Table to contents

Page 3 - Task 1, Task 2 , Task 3.....

Reference list

Appendices (if any)