

---

# *IO4-A1. GENERAL TRAINING CURRICULA.*

---

*Unit 2: Effective  
Communication for Enhanced  
Home Care Workers.*

---

*West College Scotland, November 2016.*

---



Co-funded by the  
Erasmus+ Programme  
of the European Union

This project has been funded with support from the European Union. This publication reflects only the views of the author(s), and the National Agency and the Commission cannot be held responsible for any use which may be made of the information contained therein.



## Effective Communication for Enhanced Home Care Workers

---

### Introduction To The Unit

This unit concerns effective communication with the Individual you are assigned to work with plus other Care Professionals and Key People who are involved in their care.

### Glossary of Terms in the Unit:-

**The Individual:** the person being cared for in their own home.

**Key People:** the important people in the Individual's life e.g. family, friends or neighbours supporting them in a variety of ways.

**EHCW:** Enhanced Home Care Worker

**Basic Counselling Skills:** Active listening, conveying Empathy, Use of Open Questions, Reflecting of Feelings and Paraphrasing.

**Care Professionals:** Any Health or Social Care Professionals, for example, Nurses, Doctors, Health Visitors, Social Workers, Home Care Managers, Physiotherapists, Occupational Therapists, Podiatrists, Counsellors, Psychiatrists and Psychologist.

**Mentor:** The person appointed to supervise you undertaking this qualification. This may be your Line Manger or other senior member of staff.



**Values:** In all the competencies you should be incorporating the values of:-

- A Person Centred/Family Centred Approach,
- Confidentiality and Privacy especially in relation to E technology.
- Respect for the person and their values, culture and religion
- Ensuring Dignity
- Promoting Autonomy
- Ensuring safety
- Promoting Equality and respecting diversity

**Level:** Since this is a qualification for Enhanced Home Care Workers, your examples should reflect greater knowledge and enhanced skills, than is required for lower level qualifications.

**Evidence Gathering Methods:** You will provide evidence of your knowledge, understanding and competence through:-

- **Practice Accounts:** These are written accounts whereby you reflect on your practice and show how you fulfilled the Competences. The Practice Accounts should also show evidence of the Knowledge and Understanding points. Practice Accounts will make up the majority of your evidence.
- **Observation by Care Professionals:** At least **four** example of your practice should be observed by your Line Manager/Appointed Mentor or a different Care Professional. They will write an account of how you fulfilled the Competences and may include evidence of the knowledge and understanding points too. They may also ask questions to enable you to fulfil some of the Knowledge and Understanding points.
- **Testimony by a Key Person:** One example of your practice may be observed by one of the Individual's Key People and an Account written by them, describing how you fulfilled one or more of the Competences.
- **Discussions and Questioning by your Mentor:** You will have a professional discussion with your mentor where you describe your practice, how you have dealt with a situation or would deal with it.



## KNOWLEDGE AND UNDERSTANDING

---

You should show your knowledge and understanding of the following in your practice:-

1. How to communicate effectively with individuals who have chronic health conditions. This includes, what is clear, jargon free communication and how to pitch it at the person's level of understanding.
2. How certain health conditions can affect people's understanding and ability to communicate and how to take this into account in your communication.
3. What active, empathic listening consists of.
4. What the difference is between Open and Closed Questions and how to use them to enhance communication.
5. What the basic counselling skills of Reflecting of Feelings and Paraphrasing are. Also how these can be used to encourage someone to talk openly, express their feelings and encourage autonomy.
6. How to use effective communication skills to increase the Individual's self-confidence.
7. The stresses that Key People may experience in their support of the Individual.
8. How to use good communication skills to defuse situations with the Individual or Key People when they express their concerns and anxieties in ways you find challenging.
9. The skills of effective networking for the benefit of the Individual.
10. Why there is the need for clear, accurate and detailed information passed by the EHCW to other Care Professionals and Key People.





Unit 2: Effective Communication for Enhanced Home Care Workers.

11. The challenges of clear effective communication by the EHCW, while also respecting confidentiality.
12. How to manage a situation where people have alternative or conflicting views by using good communication and inter-personal skills.
13. The importance of providing accurate information and resources.
14. The difference between being assertive and being aggressive .
15. How to sensitively, but assertively say 'No' when a request is beyond your role as an EHCW.
16. How to support the Individual, in an empowering way, to discuss their Wellbeing with Care Professionals or Key People.
17. That, social relationships are essential for Health and Wellbeing and how to enable the Individual to maintain or develop these relationships.
18. The importance of Health and Wellbeing information to empower and encourage self-management of the Individual's condition.
19. The Communication skills needed for effective inter-disciplinary team working.
20. Relevant Legislation and Organisational Policies and Procedures related to Communication and Confidentiality of information.





## COMPETENCIES

---

You should provide an example of:

1. Communicating effectively with someone whose health condition has affected their ability to communicate.
2. Using Basic Counselling Skills to encourage the Individual to express their thoughts and feelings.
3. Using effective communication skills to develop the Individual's self-confidence.
4. Using Active Listening skills and Reflecting of Feelings with the Individual or Key People when they have been distressed or shown behaviour you found challenging.
5. Providing clear, detailed and accurate information to other Care Professionals or Key People to ensure quality care for the Individual.
6. Supporting the Individual, in an empowering way, to discuss their health and wellbeing with Care Professionals or Key People.
7. Advocating effectively on behalf of the Individual in healthcare decisions
8. Encouraging social relationships for the Individual.
9. Providing health promotion information to empower the Individual and encourage self-management of their health conditions.
10. Providing clear and accurate information and advice on resources, products and financial assistance to the Individual or Key People in their life.





Unit 2: Effective Communication for Enhanced Home Care Workers.

11. Managing alternative and conflicting views from the Key People in their life, members of the Multidisciplinary Care Team and how you focused on the Individual's wellbeing.
12. Effective networking with other professionals using good communication skills to provide a service for the Individual.
13. Communicating effectively and linking the Individual or Key People in their life with resource providers.
14. When you have sensitively but assertively said 'No' to a request, which was out with the boundaries of your role as an EHCW.
15. Communicating effectively with others in the multi-disciplinary team over a contentious issue.
16. How you ensured the flow and exchange of information between the Individual, Key People in their life and the Care Providers went smoothly.