

MODULE SPECIFICATION FORM

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| Module Title: Communicating & Interacting in Health Care Practice | Level: 4 | Credit Value: 20 |
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| Module code: HLT402 | Cost Centre: GANG | JACS3 code: B900 |
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| Trimester(s) in which to be offered: 2 | With effect from: September 2013 |
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| Office use only: To be completed by AQSU: | Date approved: August 2013 |
| | Date revised: - |
| | Version no: 1 |

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| Existing/New: New | Title of module being replaced (if any): |
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| Originating Academic Department: Health Sciences | Module Leader: Peggy Murphy |
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| Module duration (total hours) 200 | Status: core/option/elective (identify programme where appropriate): Core |
| Scheduled learning & teaching hours 30 | |
| Independent study hours 170 | |

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| Programme(s) in which to be offered: FdA Healthcare Practice for Assistant Practitioners | Pre-requisites per programme (between levels): None |
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Module Aims:

The aim of this module is to introduce the theories and concepts of communication and relationships in health and social care. The core of the module will enable students to develop their interpersonal and communication skills that reflect the values of health and social care professionals and with clients/service users.

Expected Learning Outcomes

At the end of this module, students should be able to:

Knowledge and Understanding:

1. Describe a range of communication theories and the need to use a variety of communication strategies and formats in a range of health and social care situations.
2. Understand the importance of linguistically sensitive practice and its relevance to practice in multi-cultural contexts
3. Demonstrate an understanding of the significance of effective communication for the multi-professional contexts of practice
4. Demonstrate the ability to reflect upon their own communication & interpersonal skills

Transferable/Key Skills and other attributes:

- Communication skills
- Reflective skills
- IT skills
- Gathering information
- Anti-discriminatory practice skills
- Active listening skills
- Professional interpersonal skills (groups and one-to one)

NHS Knowledge Skills Framework (Core & Specific)

Communication

Personal & People Development

Service Improvement

Equality & Diversity

Health & Wellbeing 1,3 &4

National Occupational Standards

SCDHSC0021/0031/0041/0369

Assessment: please indicate the type(s) of assessment (eg examination, oral, coursework, project) and the weighting of each (%). ***Details of indicative assessment tasks must be included.***

The assessment of this module comprises two elements – a written reflection and a presentation. The written reflection is based on an incident involving communication (or the lack thereof) relating to a patient/client/service user. For the presentation students will be expected to reflect on their own communication and interpersonal skills and make recommendation for further skill development.

| Assessment number | Learning Outcomes to be met | Type of assessment | Weighting | Duration (if exam) | Word count (or equivalent if appropriate) |
|-------------------|-----------------------------|--------------------|-----------|--------------------|---|
| One | 1-3 | Essay | 80% | | 1500 words |
| Two | 4 | Presentation | 20% | | 10 minutes |

Learning and Teaching Strategies:

The strategy for teaching and learning in this module involves lectures, group work, presentations, discussions and reflection. Moodle will be used to support learning

Syllabus outline:

Communication and interpersonal skills / Communication in a multi-lingual context / Barriers and impairments to effective communication (of all people) / Client/service user involvement/ Oral and written communication to include documentation and record keeping skills as a communication tool towards team working / SBAR /Professional communication in a caring context- working in a team / Confidentiality / Presentation skills/ Bowlby's attachment theory / Egan's model (skilled helper) / Fundamentals of care (Communication and Information and Relationships)

Bibliography**Essential Reading:**

Bach, S. & Grant, A. (2011), *Communication and Interpersonal Skills for Nurses*. 2nd edition, Exeter: Learning Matters LTD.

Hogston, R. & Simpson, P.M. (eds) (2007), *Foundations of Nursing Practice Making the Difference*. 2nd edition, Basingstoke: Palgrave Macmillan.

Spouse, J., Cook, M. & Cox, C. (2007), *Common Foundation Studies in Nursing*. London: Elsevier.

NHS Wales 1000 Lives Plus (2011), *Improving Clinical Communication Using SBAR*.

<http://www.wales.nhs.uk/sites3/Documents/781/T4I%20%283%29%20SBAR.pdf>

Indicative Reading:

British Journal of Healthcare Assistants

Skills for Care & Skills for Health (2013) *Code of Conduct for Healthcare Support Workers and Adult Social Care Workers in England*

Welsh Government (2011) *Code of Conduct for Healthcare Support Workers in*

Wales [http://www.wales.nhs.uk/sitesplus/documents/829/Final%20-](http://www.wales.nhs.uk/sitesplus/documents/829/Final%20-%20NHS%20HSW%20Booklet%20ENG.pdf)

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