Task A

i. Identify four different reasons why people communicate.

- To indicate a desire, want or need. People need to communicate in one form or another to indicate to another person that they want, need or desire something. For example ‘I am hungry’ or ‘I need help’ etc.
- To express a feeling. It is important to communicate how we are feeling in order to be understood and to have our feelings acted upon. For example, ‘I am sad, comfort me’ or ‘I am angry, leave me alone’.
- To ask questions/seek reassurance. If a person is not sure of what to do or of a situation it is important that they are able to communicate this and to ask questions.
- To give and take instructions. In order to perform a task adequately and efficiently it is important to communicate the process clearly in a way that is understood by all people involved.

ii. Describe two ways how effective communication can affect relationships in an adult social care setting between individuals using the service, their carers, colleagues and other practitioners.

- To work efficiently as a team of people providing support to individuals effective communication is important. Good communication enables information to be passed on from team to team, raise concerns, give advice and support etc. In turn enables staff to provide a consistent level of care, keeps people informed of the current situation within the home/ team.
- To be able to provide a ‘person centred service’ to individuals, we need to establish the choices, wants, needs and desires of the individual themselves rather than for us to make decisions for them. If we are able to open up a workable route of communication we are more likely to succeed in providing a successful service that is appropriate and enjoyable for the individual we are supporting.

iii. Identify three ways of finding out the communication and language needs of an individual. For each method, describe how effective it is at establishing the needs of the individual.

1. Method: Read the care plan.

   How effective is this method:
   The care plan should give an accurate picture of the individual and any communication needs/preferences they might have. However, the Care plan is only a useful tool if it is reviewed and updated with the correct information regularly.

2. Method: Interact with the individual themselves, observe them.

   How effective is this method:
   This is probably the best way to find out and to understand the communication needs and preferences of the individual. You may be able to simply ask them verbally but if not, then you