

# Basic English for Care



## AIM

To learn, understand, and show appropriate use of common English words and phrases used in Care

## DURATION

Full Day Course (6 Hours)

## LEARNING OUTCOMES

By the end of this course, you will:

- Be aware of how Social Care works in the UK
- Recognise some common words used in Care
- Know the meaning of some common words used in Care
- Recognise some common phrases used in Care
- Show appropriate use of common words and phrases used in Care
- Recognise how good communication helps provide better care
- Know how to overcome barriers to communication
- Be aware of common documentation used in Care
- Know how to report effectively

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## LESSONS AND TOPICS

### Care in the UK

- Social Care in the UK
- Roles and Responsibilities
- CQC / CIS / CIW

### Common Terms used in Care

- Common Medical Conditions
- Related Terminology
- Common Workplace Terminology

### Common Phrases

- Person-Centred Care
- Care Planning
- End of Life
- Advanced Decision
- Behaviour of Concern
- Mental Capacity
- Best Interests
- Other Common Terminology

### Communicating with Residents and Families

- Barriers to Communication
- Good Communication Techniques
- Active Listening
- Case Studies and Scenarios

### Documentation and Reporting

- Defensible Documentation
- Types of Documentation
- Effective Reporting
- Case Studies and Scenarios