

Communication, Documentation & Reporting



AIM

To be able to communicate, document care, and report efficiently and accurately

DURATION

Half Day Course (3 Hours)

LEARNING OUTCOMES

By the end of this course, you will:

- Understand the process of communication
- Recognise the importance of effective communication
- Know of key ways people communicate
- Recognise key barriers to communication, and how to overcome them
- Understand how to listen mindfully
- Recognise barriers to effective listening, and ways to overcome them
- Recognise how to document information effectively and accurately
- Understand the Caldicott Principles and how to implement them
- Understand what is meant by Defensible Documentation
- Know how to write Defensible Documentation
- Know how to use communication methods and documentation to accurately report information
- Understand when and how to use appropriate methods of reporting

LESSONS AND TOPICS

Communication

- What is Communication?
- Importance of Communication
- Communication and Autism

Methods of Communication

- PECS
- Makaton
- Gestures
- Posters
- Diagrams

Barriers to Communication

- Common Barriers
- Time
- Environment
- Embarrassment
- Jargon
- Information Overload

Listening Skills

- Active Listening
- Checking and Clarifying

Documentation

- Importance of Documentation
- Types of Documentation
- Accurate Records
- Avoiding Abbreviations
- Data Protection Act
- Good Record Keeping Habits

Reporting

- Understanding
- Effective Reporting