



Course title: Communication & Record Keeping

Duration: Half day

Maximum number of learners: 16

Course overview:

This training has been developed to give staff working in a range of care settings and ensures that they come away with an enhanced awareness of the principles of good communication and record keeping within their own care environment. They will also benefit from improved communication skills which will prove invaluable in delivering quality care and maintaining healthy working relationships.

Course learning outcomes:

By the end of the day learners will be able to:

- Define the term communication?
- Cite effective methods of communication.
- Discuss the models of communication.
- List the barriers to effective communication
- Discuss and demonstrate effective communication techniques.
- Discuss the relevant legislation and best practice around communication and record keeping
- Discuss the term record keeping
- List the types of records to be held in an HSC environment
- Discuss the legal requirements of record keeping
- List common mistakes in record keeping
- Discuss ways to prevent and amend mistakes within record keeping
- Discuss the importance of honesty and transparency in reporting mistakes