

Mastering Communication in Social Care

Communicating effectively with service users in social care

This CPD-accredited course is for overseas carers working in residential care homes, nursing homes, supported living and domiciliary care. It provides them with the English language skills that will enable them to communicate confidently and effectively in a wide range of scenarios at work.

All language learning is set in care contexts

- ✓ Introducing yourself and welcoming service users
- ✓ Talking about food and drink
- ✓ Talking about personal care
- ✓ Talking about mobility
- ✓ Talking about pain
- ✓ Talking about pressure area care
- ✓ Talking about falls
- ✓ Talking about mental health

Key language is introduced, explained and practised throughout.

- ✓ Asking a variety of questions
- ✓ Gathering and giving information
- ✓ Making suggestions, requests and offers
- ✓ Giving advice, instructions and directions
- ✓ Explaining and reassuring
- ✓ Using core vocabulary

The course is media-rich throughout as learners do a wide variety of interactive exercises and reflective work. They also record themselves in simulated conversations.