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CASE STUDY

# Train your care staff to communicate with confidence

An AI-powered Care Communication Trainer for overseas-born care workers. Built on our accredited care courses. Tested by clinical experts and frontline carers. Ready to use with your workforce.

## THE CHALLENGE

### A skilled overseas care workforce held back by a language gap

Around 390,000 of the UK's direct care workforce are overseas-born, and that number will grow as demand for care rises. Most are doing skilled, demanding work in care homes, supported living and people's own homes. Most are doing it in English as an additional language. Almost none get structured support to build the specific communication skills that good, safe care depends on.

The support that does exist tends to be local evening classes that do not fit around long care shifts and family responsibilities.

The result is a committed workforce whose communication is limited by the lack of a practical way to develop it. This matters. Clear communication is not just a quality issue, it is also a safety and regulatory one.

#### CQC inspection

Communication runs through the entire CQC Single Assessment Framework. From Providing Information and Consent to Treating People as Individuals and Involving People to Manage Risks, CQC inspectors judge your service on how well staff communicate with the people they care for, evidenced directly through service users' experiences.

#### Care Certificate, Standard 6

Communication is one of the 15 Care Certificate standards every new care worker is expected to meet. Standard 6 asks staff to communicate clearly, meet each person's communication needs and preferences, and pass on information appropriately.

## ADDRESSING THE CHALLENGE

### From idea to working product, in twelve months

SLC has worked with the care sector for years. We understand the problem and felt we had the educational and technical expertise to address it directly and effectively.

We approached Ufi VocTech Trust, who funded us to build an AI Care Communication Trainer for social carers, with safety and teaching quality at its centre.

Between June 2025 and May 2026, we

- trained an AI on specialist care focused content
- trained AI agents to be both care service users and tutors
- developed a learning tool with educational input, scored feedback and recommendations for improvement
- built the app to work on all devices
- built in continuous QA monitoring for efficacy and safety
- tested it with care experts and frontline carers

It's now ready for use.

#### How we taught the AI

The content and feedback learns from three key sources:

1. 100+ hours of CPD-accredited English for Care courses, already used by learners in the UK and worldwide
2. The Care Certificate curriculum
3. The CQC quality framework

This is bounded, specialist, communication and safety-focused content developed specifically for the care and wider healthcare sector. **This is not generic AI.**

## WHAT WE MADE

### An AI Care Communication Trainer that fits in a carer's pocket

The AI Care Communication Trainer runs in a web browser on any device.

A carer chooses a scenario, watches videos on the language they need to use and how to use it correctly, and are set a communication task. They then roleplay with an AI care service user and practice achieving the task as many times as they like, receiving feedback each time.

The AI service user responds in character. The AI tutor gives clear, level-appropriate feedback grounded in our CPD-accredited care courses, the Care Certificate and the CQC guidelines. No real service user has to sit through practice and no carer has to feel awkward getting it wrong.



#### Realistic roleplay

Carers rehearse real situations with an AI service user who stays in character and responds naturally, then try again until they feel ready to put what they have learnt into practice.



### Feedback grounded in the curriculum

The AI tutor does not invent care advice. Its feedback is anchored in SLC's CPD-accredited course content, the Care Certificate and the CQC framework.



### Mobile-first, no training needed

It works on the phone a carer already owns. Testers with no technical experience were using it within minutes.



### Natural voice

Scenarios are voiced with clear, natural speech in a variety of accents and include everyday idiomatic language.

### Guidance and feedback for learners, employers and teachers

The AI Care Communication Trainer supports the carer at the point of practice with level-appropriate coaching; a report on task completion, language used, and safety issues; scored feedback on five communication skills criteria (empathy, active listening, clarity, patience, professionalism); and recommendations for improvement.

The Trainer also gives a detailed report for employers and teachers, so you can understand the communication strengths and needs of your staff.

One tool builds learner knowledge and confidence, while the other gives you real insight into workforce communication.

The app currently covers fourteen scenarios for adult social care, drawn from our English for Care and Mastering Communication in Social Care courses. New scenarios will be added as the product grows.

### THE EVIDENCE

#### Proven by clinical experts and frontline carers

We tested the AI Care Communication Trainer twice. First with 27 subject matter experts, including clinical educators a university faculty, to check the AI behaved safely and appropriately before any carer used it. Then with 30 frontline carers across residential, supported living, home care and hospital settings. We also reviewed all 74 practice transcripts line by line and built a quality agent that now checks every new conversation automatically.

**4.5/5**

Rated usefulness for English learners working in care

**93%**

Agreed the scenarios felt realistic and built confidence

**100%**

Of carers would recommend it to a colleague

**0**

Unsafe AI responses reported across all testing

*"It was educational. It gave correction to wrong use of English and gave suggestions of what should be said instead."*

**Frontline carer, beta tester, April 2026**

### SAFETY BY DESIGN

#### Why employers can trust what their staff are told

Every AI response is grounded in accredited care content rather than generated from scratch, so feedback stays inside recognised care standards.

A clear risk framework, built-in guardrails for escalation and professional language, and a continuous quality agent mean the tool keeps improving as it is used. No tester reported an unsafe AI response at any stage of either test.

### FOR EMPLOYERS AND LOCAL AUTHORITIES

#### Put the Trainer to work across your care teams

If you employ or commission social care, the communication risk sits with you. The AI Care Communication Trainer is a low-cost way to build the spoken English and workplace communication of overseas-born staff, without releasing them from shifts or running classroom courses.

#### ✓ Reduce communication risk.

Staff rehearse difficult conversations safely before they have them for real.

#### ✓ Support overseas-born staff.

Confidence-building practice that fits around shift patterns, delivered to their phones.

#### ✓ See where staff need help.

The teacher and admin view gives insight into communication strengths and needs across your workforce.

#### ✓ Strengthen induction and CPD.

A structured, evidence-backed tool that complements your existing training and supervision.

#### ✓ Meet CQC standards

Builds communication skills using practical, scenario-based training mapped to what the CQC assesses.

## GETTING STARTED

- 01 Talk to us:** Tell us about your teams and the communication challenges your overseas-born staff have. We'll propose a tailored programme for your approval.
- 02 Set up access:** We provide access for your staff. They start on their own phones, with no training needed.
- 03 See the impact:** Staff build confidence at their own pace, and you get a view of progress across the workforce.

## About SLC

Founded in 2012, SLC is one of the world's leading providers of digital Medical English course materials and tuition services.

We are accredited by the UK CPD Standards Office, are an OET-accredited Premium Preparation Partner, and are endorsed by EALTHY, the global association for the teaching of English for Healthcare

**70+**

Care and NHS employer customers since 2014

**850+**

Hours of CPD-accredited SLC course content behind the tool

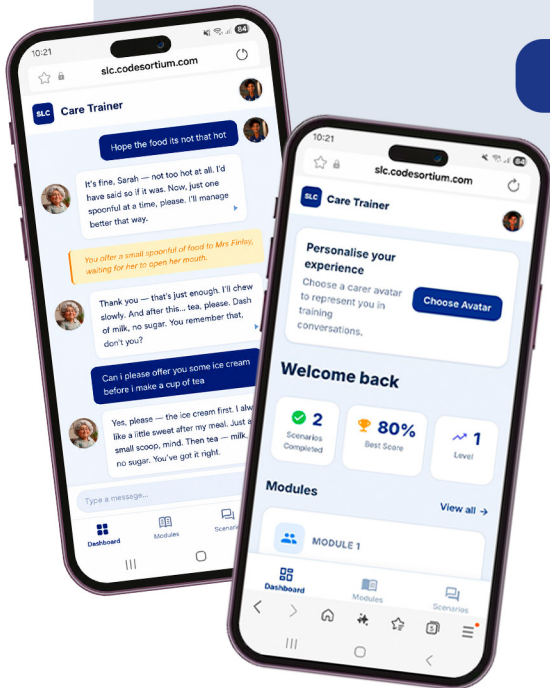
**75+**

Countries already using SLC medical English content

## Get ahead of the training curve

The AI Care Communication Trainer is available now and ready to be used by your staff, from only **£8 per month**.

[Get in touch](#)



## SAFER CARE. BETTER CONVERSATIONS.

The tool is built, tested and ready. Talk to us about bringing AI-powered communication training to your care workforce.

**01273 900213**

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