

<p>Course Title: Communication & Record Keeping</p>	<p>Duration: Half day</p>
<p>Broad Aims: To give the learner knowledge on effective communication and the importance of accurate record keeping within a Health and Social care environment</p>	
<p>Overview</p> <p>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.</p> <p>They will also benefit from improved communication skills which will prove invaluable in delivering quality care and maintaining healthy working relationships.</p>	
<p>Learning Outcomes: By the end of the day, learners will be able to:</p> <ul style="list-style-type: none"> ● 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 	