

## BTEC Level 3 Health and Social Care Summer Assignment

Your summer assignment must be submitted in the **first lesson for this subject in September**. The completion of this assignment is compulsory and we expect you to put every effort into completing it to the best of your ability. Failure to submit this assignment will jeopardise your place on this course.

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The compulsory element of this assignment (tasks 1 and 2) should take no longer than **4 hours** to complete, although an extension task (task 3) is also provided

You are required to carry out research by sourcing and reading relevant resources to enable you to undertake the tasks below. Please ensure that you include details of the books and other resources that you have used. Proof read all work carefully to avoid any spelling, punctuation and grammar errors (SPaG).

### **Task 1 Discuss theories of communication**

Create a **presentation** that discusses Michael Argyle's stages of communication cycle and Bruce Tuckman's stages of group interaction. The presentation should be suitable for training new staff at a day-care centre for young adults with learning disabilities on effective communication.

*Tip: Theories of communication include Michael Argyle's stages of communication cycle and Bruce Tuckman's stages of group interaction.*

*Michael Argyle's stages of communication cycle:-*

- *Ideas occur*
- *Message is coded*
- *Message sent*
- *Message received*
- *Message decoded*
- *Message understood*

*Bruce Tuckman's stages of group interaction:-*

- *Forming.*
- *Storming*
- *Norming*
- *Performing*

### **Task 2 Assess the role of effective communication and interpersonal interaction in health and social care with reference to the theories of communication**

Read the following scenario carefully. Add further slides to your presentation that describe what you need to do to support the communication taking place, explain and assess the role of effective communication and inter-personal interaction.

***Mrs Khan lives in a residential care home and is showing signs of dementia. She is 76 years old. Mrs Khan is becoming confused easily and forgetting her family and friends. She is becoming increasingly frustrated, upset and angry both with the members of staff at the care home and her family. You have been asked to be the key support worker for Mrs Khan and you will need to report to the team supervisor and the other members of the care team about how best to support this lady.***

*Tip: You will need to consider the following – different types of communication, why it is important to make sure effective communication is taking place, what could influence the communication? How to adapt your communication style to support the interaction, how you could encourage others to modify their communication to best support the communication taking place?*

**Extension task**

**Evaluate strategies used in health and social care settings to overcome barriers to effective Communication and interpersonal interaction.**

Create a report that explains some (at least 5) strategies used to overcome barriers to effective Communication. Evaluate the strengths and weaknesses of the strategies. Examples of strategies include the staff, training, assessment of need, assertiveness, appropriate verbal/non-verbal communication, building relationships, appropriate environment, interpreters, signers....

**Assessment criteria**

<b>Pass</b>	<b>Merit</b>	<b>Distinction</b>
Clear <u>description</u> of the two communication theories	<u>Explanation</u> of how to manage effective communication	<u>Evaluation</u> of at least 5 strategies for overcoming barriers to effective communication