

Multiple-choice assessment – Facilitator version

Trainer should ask class why they chose the correct answer.

Which form of communication uses signs and symbols to convey meaning?

- A Makaton**
- B Sign language
- C Braille
- D Eye contact

Feedback:

- *A – Makaton is a form of language that uses a large collection of signs and symbols. It is often used with those who have learning and physical disabilities, or hearing impairment.*
- *B – Sign language is a way of communicating which uses hand shapes and movements to get a message across.*
- *C – Is a code of raised dots that are ‘read’ using touch. For people who are visually impaired or who are blind, the system supports reading and writing.*
- *D – Maintaining good eye contact is an important way for a health and social care worker to show that they are engaged and listening.*

Which of the following is a result of poor communication?

- A Understanding individual’s needs
- B Confusion**
- C Effective team working
- D Clarity and trust

Feedback

- *A – Poor communication can lead to misunderstandings about an individual’s specific need and support. Understanding the individual’s needs is more likely to result from good communication.*
- *B – Poor communication can lead to mixed messages and confusion both between other workers who provide care and support and between the health and social care worker and the individual.*
- *C – Poor communication can lead to misunderstandings and poor teamwork between teams of workers providing care. Effective team working is more likely to be a result of good communication.*
- *D – Poor communication tends to lead to confusion and misunderstandings that can undermine trust. Clarity and trust are more commonly the result of good communication.*

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A health and social care worker is talking to an individual about their needs. What is the best way to check that they have understood?

- A Body language
- B Summarising**
- C Touch
- D Stereotyping

Feedback

- *A – The health and social care worker should be aware of body language and use it to get clues about how the individual is feeling but this is not the best way to check that you have understood what they have told you.*
- *B – By summarising the key points of what have been discussed and repeating this back to the individual, the health and social care worker can check that they have fully understood what the individual has said. The individual has the opportunity to correct them if necessary.*
- *C – Touch is a way of communicating with an individual who has a hearing impairment. It is unlikely that a health and social care worker would communicate through touch to confirm understanding if they had been having a verbal conversation.*
- *D – Stereo-typing involves making assumptions about an individual based on their appearance or characteristics. This is not an effective way for a health and social care worker to check that they have understood what has been said.*