

# COMMUNICATION

If required, always make sure the resident has their glasses on, hearing aids and teeth in place so they can see you, hear you and talk to you.



## IDENTIFY

### Care of communication aids and tools

#### Hearing aids

Check they are clean and the batteries are charged every morning

#### Glasses

Clean them each day





## EFFECTIVE COMMUNICATION

The acronym **SOLER** is used to summarise important behaviours, as follows.

- S**
  - **Squarely** face the person
  - Facing them in this way makes your posture say "I am ready to listen to you"
  - Talk in a place free of distraction
- O**
  - Keep an **open** posture – it shows you are being attentive
  - Crossed arms and legs can represent less involvement
- L**
  - **Lean** toward the other person. This shows you are listening
  - Look directly, ensure you have their attention
- E**
  - Maintain **eye** contact
  - As you listen, use your eyes to show you are looking at the person. This lets them know you are listening to what they are saying
- R**
  - **Relax** while attending
  - It is entirely possible both to concentrate and be relaxed. In turn, this helps the other person to feel comfortable and relaxed

## GOOD COMMUNICATION IS...

- Good communication begins with an introduction and establishing a rapport
- Allowing time for the resident to express themselves
- Having a respectful attitude
- Displaying attentive body language
- Choosing timing and place to talk
- Being aware of the cognitive status of the resident
- Listening, being attentive
- Respecting cultural differences – making connections with kaumātua, using whanaungatanga, if necessary
- Using interpreters and communication aids





## BE MINDFUL OF YOUR VERBAL AND NON-VERBAL BODY LANGUAGE

### Verbal cues

- Speak slowly, clearly, precisely

### Non-verbal cues

- Posture and body language
- Eye contact
- Facial expressions
- Gestures

### Communicating with the resident's family/whānau/friends

- Maintain confidentiality and privacy
- Shared decision-making with family/whānau
- Concerns expressed from family/whānau are directed to the registered nurse/manager



## DOCUMENTATION

### Writing progress notes

- Clear handwriting
- Designation
- Time, date and signature
- Content, concise, relevant and informative
- Document conversations with family
- Consider including:
  - appearance
  - comfort
  - nutrition/hydration status
  - mental health status
  - bowels/bladder
  - skin integrity