

Enhancing Communication during COVID-19



Southern Health and Social Care Trust

Quality Care - for you, with you

Wearing a **face mask** impacts communication with our patients as

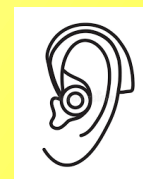
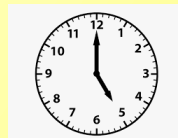


- They can't read your lips
- They can't see your facial expression
- They may not be able to hear you as clearly
- They may be confused or anxious when they see you in a mask

Ways you can help

Patient's perspective

- Introduce yourself
- Use short simple sentences
- Allow **time** to respond
- Keep body language relaxed and use a calm tone of voice
- Emphasize **key words** with gestures and objects
- Ensure the person has their glasses and hearing aid
- Express your **emotion** "I'm glad to hear you are feeling better"



Prepare



- Reduce distractions
- Gain the person's attention
- Consider providing a pen and paper to assist the patient
- Establish a clear Yes/No

Problem solve



- Repeat and rephrase
- Check you've been understood
- Be aware of existing communication difficulties