Module 6 summary

Communication Skills in Care Homes

Practical techniques that help residents with hearing loss follow conversations, with real-life examples from personal care, medication rounds, mealtimes, visits, activities, emergencies and end-of-life care.

Key points

- ✓ Check hearing aids are in, switched on and working before an important conversation.
- ✓ Get the person's attention first, using their name, a wave or a light touch on the arm if they are comfortable with that.
- ✓ Face the person at the same level, about one metre away, with light on your face.
- ✓ Speak clearly at a natural pace. Do not shout or exaggerate your lip movements.
- ✓ If you are not understood, rephrase using different words rather than repeating.
- ✓ Turn off or move away from background noise.
- ✓ Allow extra time, and check understanding with open questions rather than "did you hear me?"
- ✓ Use writing, pictures, gestures, objects and captions to support speech.
- ✓ In emergencies, make sure residents with hearing loss know what is happening, using visual alerts and a personal approach.
- ✓ At the end of life, keep hearing aids in if comfortable and wanted, and keep talking, because hearing may continue when other senses fade.

Get help when

- A resident still cannot follow conversation even with good communication and working hearing aids – ask for a hearing assessment.
- A resident uses British Sign Language – book a registered interpreter for important conversations.
- Communication suddenly gets much worse, or new confusion appears – seek medical advice the same day.

In an emergency call 999. For urgent advice contact the GP or NHS 111. Always follow your care home's policies and the resident's care plan.

Clinical review: pending — drafted November 2026 from the references listed. Awaiting review by a qualified audiologist.

Full module, quizzes and certificate:
https://carehomehearing.org/training/communication-skills/