## Generic expert rehabilitation capability three

"able to establish and maintain effective communication with all patients, and their families, and with all other people, teams, and organisations involved with the patient's rehabilitation."

actively listens to, and adapts their communication style to the patient and family, to be clear and effective in their own communication

communicating effectively with all professional colleagues, across all team and organisations involved.

identifies any barriers to communication, such as impaired hearing, cognition. or speech, and adapts communication to overcome the barrier.

uses as needed non-verbal, technologically assisted, and other techniques

shares decision-making with a patient and family if wanted, prioritising their wishes and respecting their values

maintains communication with patient or family in the presence of challenging behaviours

shares information, appropriately to the need and circumstances, with all parties involved

always checks formally that communication has been understood Knowledge.
The professional knows

**Behaviours**. The professional

Capability 3:
Good communication
with everyone

Skills.

The professional is able to

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the many different impairments than can influence a patient's ability to communicate, and how to diagnose them;

means available to optimise communication with patients with various speech, language, cognitive, and sensory impairment

methods to manage challenging behaviours to maintain communication safely

how to communicate complex or specialist information without using jargon, in simple language

the principles of shared decisionmaking and how to facilitate patient (and family) engagement

what equipment and/or other contextual changes may facilitate communication

recognise and diagnose most common impairments limiting of communication with a patient

use straightforward, common technological aids to communication

establish an inter-personal relationship with a patient, and maintain it over time

explain successfully complex and specialist matters to patients, families and other professionals

ask someone to explain or clarify their communication without causing embarrassment or distress

manage challenging behavious sufficiently to maninatin open communication over time