



Charity no 1094766

COMMUNICATION TECHNIQUES ©

SUGGESTIONS FOR VISITING and/or LEADING A SERVICE IN RESIDENTIAL/NURSING SETTINGS

As you enter the building be aware of the look on your face and your body language, and throughout the visit.

Be sensitive to the overall mood therein.

Meet the residents and staff in the, **here and now**, being sensitive to the mood of each individual.

Always position yourself at eye level or below when talking to someone, particularly a resident, ie sit or kneel, **do not** bend over them.

Use ALL your senses constantly to determine what next to do/say/sing.

Remember that silence (*just being*) is sometimes the best way to deal with situations. (create peace for them, they may long for that)

Pace yourself - time to centre yourself and collect your thoughts.

www.pastoralcareproject.org.uk