

English for Health Care Assistants and Carers

DELIVERING OUTSTANDING CARE

Communicating accurately and effectively is critical to the safety, care and wellbeing of patients.

This course teaches the English that HCAs and carers need to communicate effectively in all essential situations at work, including patient admissions, activities of daily living, vital areas of care, looking after elderly patients, and working with mental health issues.

The course is designed for HCAs and carers with an elementary and lower-intermediate (A2-B1) level of English who work, or are preparing to work, in an English-speaking environment.

The course is easy to use, enjoyable and, above all, practical.



“This course provides the perfect balance of language content and practice, in meaningful situations and after 15 years in the language training and recruitment sectors, I can safely say this is the best of its kind.”

Healthcare Recruitment Director, Spain



Course Content

Patient Admission

- Introducing yourself
- Checking patient information
- Patient confidentiality
- People and places in the hospital
- Taking patient observations
- Hospital chart: observation chart

Eating and Drinking

- Talking about meals
- Helping with meal times
- Completing a fluid balance chart
- Avoiding dehydration
- Hospital charts: MUST chart

Toileting a Patient

- Talking about incontinence
- Urine output
- Assisting patients with toileting
- Talking about constipation
- Ensuring dignity and privacy
- Hospital charts: bowel charts

Mobility

- Language of mobility
- Rehabilitation and disability
- Care of a plaster cast
- Helping a patient after a hip operation
- Care after a stroke
- Hospital chart: patient handling

Pressure Area Care

- Pressure ulcers
- Managing pressure ulcers
- Log rolling a patient
- Intentional rounding
- Hospital chart: pressure ulcer assessment tools

Falls and injuries

- Falls, slips and trips
- Types of injuries
- Wounds and dressings
- Scenario: a resident has a fall
- Accountability of HCAs
- Hospital charts: falls assessment

Elderly patients

- Gerontology and the ageing process
- Legal and ethical issues in ageing
- Dementia in the elderly
- Parkinson's disease
- Talking about osteoporosis
- End of life care, supporting relatives

Infection control

- Cycle of infection and contagious diseases
- Body temperature
- Pneumonia and other chest infections
- Talking about respiration
- Hospital acquired infections
- Use of PPE and hand hygiene
- MRSA , talking MRSA swabs

Pain

- Types of pain
- Asking about pain
- Using pain scales
- Pain behaviour in the elderly
- Non-pharmacological pain relief
- Chest pain and the heart

Mental Health

- The Mental health team
- Depression in the elderly
- Talking about depression
- Confusion in the elderly
- Substance misuse
- Alcohol Withdrawal Score
- Dealing with challenging behaviours
- Managing aggressive patients

Inputs: during the course, students listen to conversations, read medical texts and hospital charts, watch animated videos, role play dialogues, look at work-related photographs and images, and study vocabulary, grammar and pronunciation focus points.

Exercises: students take a wide range of exercises to help learn the language they need. The exercises concentrate on learning the English required in essential work-based scenarios.

Length: 60 hours, with each unit designed to take 6 hours to complete.

Progress Assessment: at the end of every unit, there is a progress review and test so participants can assess what they have learnt.

End of Course Achievement Certificate: delivered electronically on course completion.

Learn Practical Communication Skills



Communicating effectively with patients and other healthcare staff makes a massive difference to the quality of an HCA or carer's work.

Learn from Experienced Medical and English Language Professionals



These courses are written by Medical and English Language professionals, including qualified nurses, teachers and course designers. They understand the best way of using online training to produce great results.

Learn when and where you want



These courses can be accessed on a PC, tablet or smartphone, allowing you to learn when is convenient for you. Activities and exercises are short and engaging, so even 10 minutes can be productive.

