

Mindful communication during Covid-19

Wearing your mask makes communicating with our patients harder



They can't read your lips.

They can't read your non-verbal communication.

They may feel unsure and confused by the mask and why you are wearing it.

They may not be able to hear you as clearly.



How you can help

Attend mindfully

Think about things from the patient's perspective.

Prepare yourself for your conversation. How are you going to support them to understand you?

Become more aware of your characteristic gestures and body language. How do you normally communicate?

Be calm

Approach the person from the front. Drop down to the person's eye level. Make sure your body language is positive and calm.

Give the person time to acclimatise to you. Perhaps show them your ID badge to show who you are behind the mask!

Communicate clearly

Try to find a quiet environment and make sure the person has their glasses and hearing aid.

Use short simple sentences and underline your words with gestures and where appropriate use signing.

Speak louder if necessary.

Write down words or show pictures to help them.

If you are expressing an emotion, remember to say what it is as they can't see your mouth! E.g. "I feel happy to hear you're feeling brighter", rather than simply smiling.

Make use of communication charts and pictures available.

Make use of interpreters such as British Sign Language interpreters (BSL) by contacting the Ujala service: T: 0116 295 4747 E: RequestsUjala@leicspart.nhs.uk

