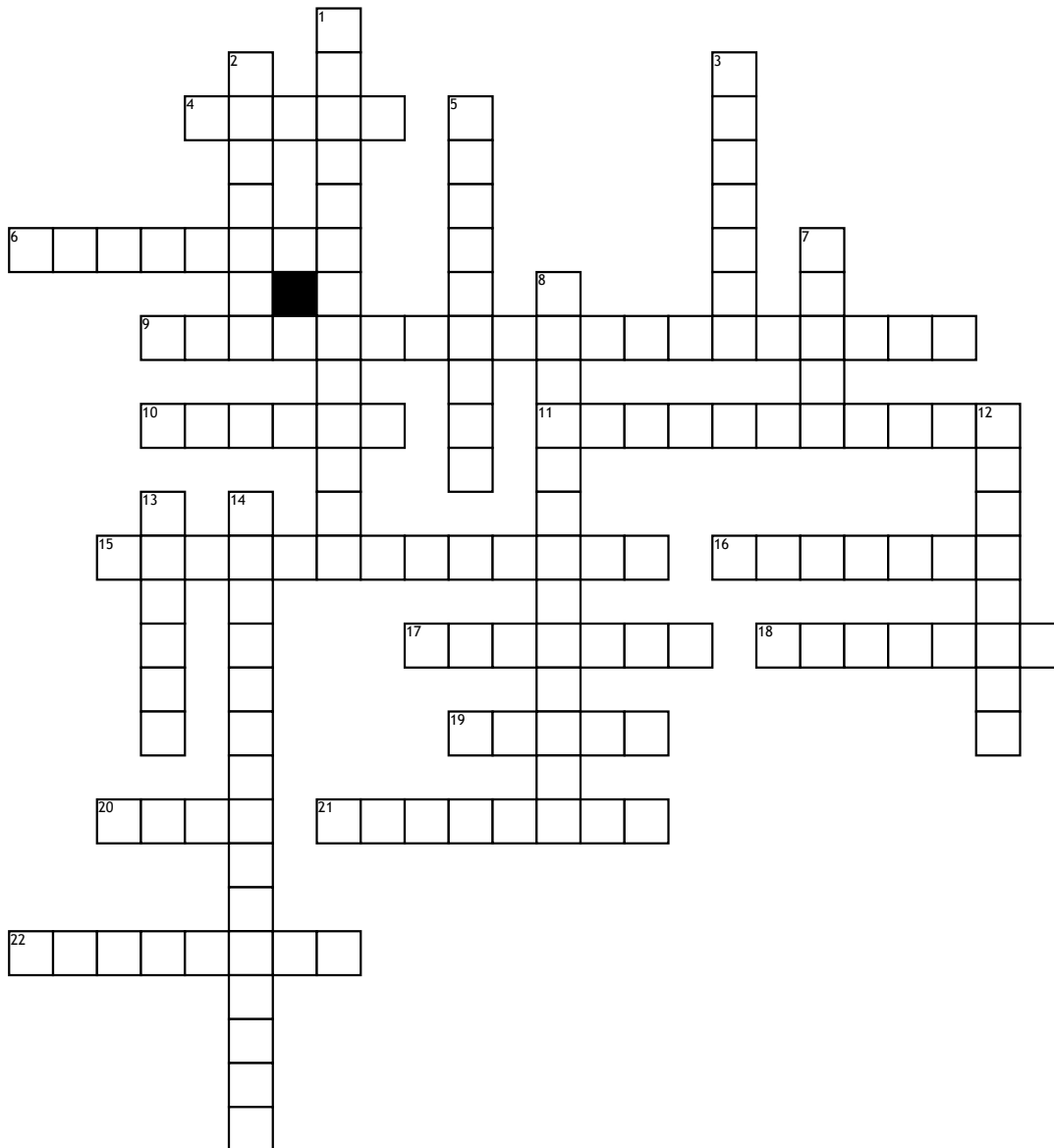


# Care Skills Ch 1&2



## Across

4. para verbal communication is the \_\_\_\_\_ part of speech (5)

6. Hearing loss, Sight loss, Loss of speech, are \_\_\_\_\_ in communication (8)

9. another name for social skills (13, 6)

10. who developed the 'hierarchy of needs' (6)

11. a device designed to help a client with walking (8), (3)

15. storing of medical documents (6,7)

16. being tolerant of difference, showing consideration (7)

17. HCA give \_\_\_\_\_ not sympathy (7)

18. 'the way we do things here' (7)

19. put under the client and attached to the hoist (5)

20. types of opposite of closed questions (4)

21. allowing sufficient time for a client to do or say something (8)

22. what comes after 'receiver' in the communication process (8)

## Down

1. used to stop food slipping of a clients plate (5), (8)

2. gaining a clients permission to do something (7)

3. helps a client to see (7)

5. body language is \_\_\_\_\_ communication (3,6)

7. used to lift a client out of bed, chair etc. (5)

8. the exchange of information (13)

12. artificial teeth (8)

13. how often should fire alarms be tested (7)

14. information concerning a client restricted (15)