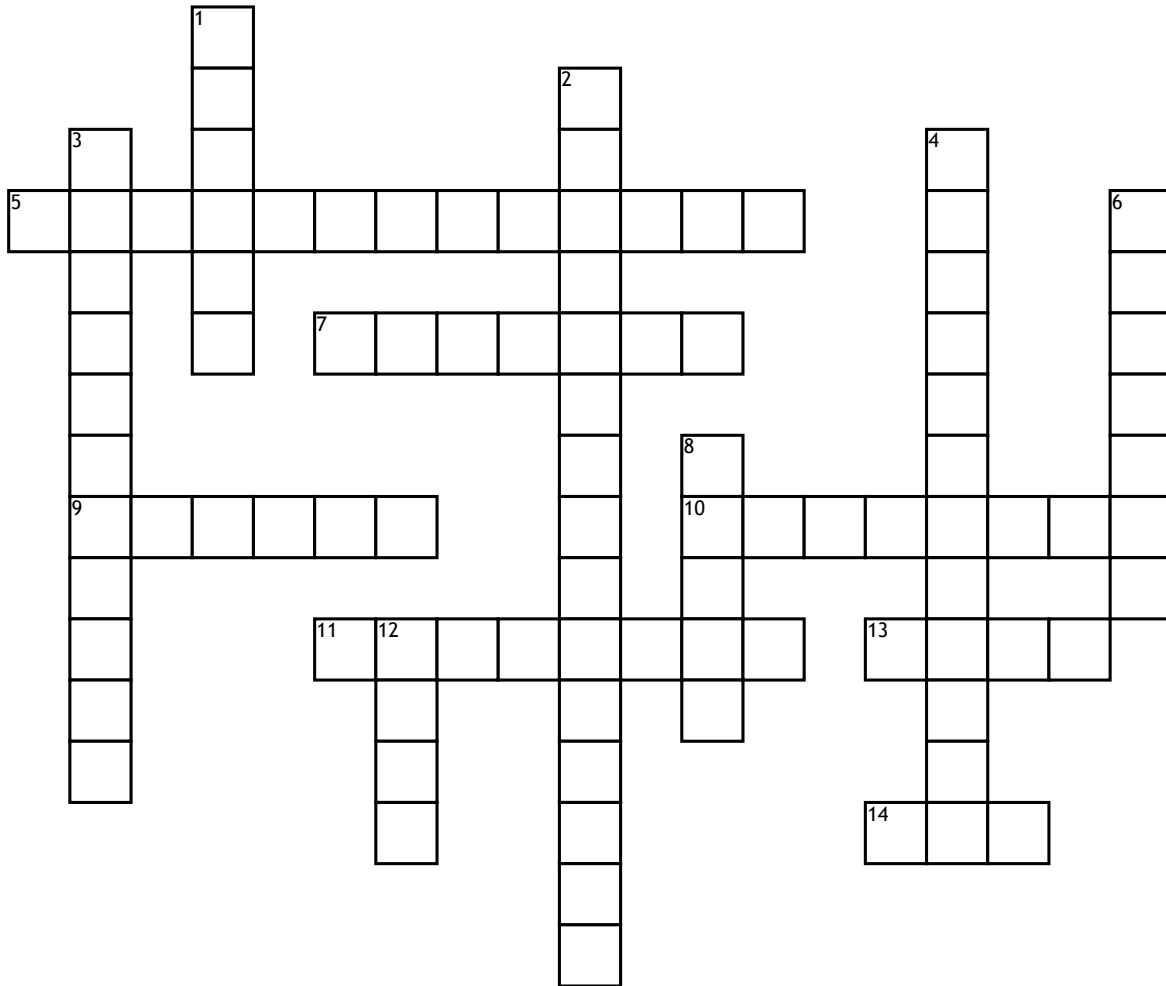


# Communication



**Across**

5. Noise from a television is what type of barrier to communication?

7. Sensory loss, dementia and strokes can all be a ..... to communication

9. If you are not sure that someone understood you, you can ..... the question to check they understood.

10. When communicating with someone it is important to watch their body .....

11. Sensory loss is a type of ..... barrier?

13. When talking about residents this should be on a need to ..... basis

14. You can find out about the individuals needs by reading their care plan, but it is important to still ..... them what they would like.

**Down**

1. People communicate to meet, physical, emotional and ..... needs

2. What is the term for keeping information to yourself?

3. If a resident speaks a different language you could ask for support from an .....

4. Not communicating effectively can have serious ....., which can be fatal.

6. Who would you speak to if you felt you needed to break confidentiality?

8. If someone wears glasses it is important that you ensure they are.....

12. Confidentiality must be broken if an individuals or others might come to .....