

	Skills	Medical focus	Charting and documentation
UNIT 1	Welcoming a patient on admission	Equipment to take patient Observations	Observation Chart
Admitting patients page 6	Checking a patient's identity (ID) bracelet Describing parts of the body Using equipment to take patient Observations Giving instructions to a patient Taking and recording patient Observations		
UNIT 2	Caring for a patient in Recovery Returning a patient to the ward Talking about pain Checking an IV Prescription Using IV infusion equipment	IV infusion equipment	IV Prescription
Caring for patients after an operation page 16			
UNIT 3	Talking about feelings Showing empathy Discussing pain relief Using a Palliative Care Pain Assessment Telephone skills: managing a patient enquiry Using patient information leaflets	Pain relief	Palliative Care Pain Assessment
Caring for terminally ill patients page 26			
UNIT 4	Describing your nursing role Describing wounds Helping a patient with Activities of Daily Living (ADLs) Managing embarrassing moments Using a District Nurse Prescription Sheet Reading medication labels	Wounds	District Nurse Prescription Sheet
The District Nurse page 36			

		Skills	Medical focus	Charting and documentation
UNIT 5	Helping patients with rehabilitation page 46	Discussing a patient’s progress Helping a patient with meals Explaining safe swallowing Reassuring a patient before an unpleasant procedure Using a Food Chart Telephone skills: making a referral	Safe swallowing	Food Chart
UNIT 6	Mobilising patients page 56	Helping a patient with mobility aids Getting a patient out of bed Using a slide sheet Using a hoist Completing a Moving and Handling Assessment	Hoists	Moving and Handling Assessment
UNIT 7	Medical imaging page 66	Describing medical imaging equipment Completing an X-ray Contrast Consent Form Preparing a patient for Radiology Telephone skills: making an appointment Giving directions in the hospital	Medical imaging equipment	X-ray Contrast Consent Form
UNIT 8	Helping patients with diabetes management page 76	Doing a blood sugar test Asking a patient for consent Describing blood glucose levels Completing a Personal Diabetes Care Plan Talking about lifestyle and diabetes Explaining how to use an insulin pen	Blood glucose levels	Diabetic Chart Personal Diabetes Care Plan
Role plays and additional material		page 86		
Audioscript		page 93		
Answer key		page 103		
Acknowledgements		page 111		