

	Skills	Medical focus	Charting and documentation
UNIT 1 Patient admissions page 6	Taking a patient history Using active listening strategies Explaining how the heart works Putting a patient at ease Giving a nursing handover Charting blood pressure and pulse	The heart Explaining how the heart works	Patient Admission Form Patient Record Observation Chart
UNIT 2 Respiratory problems page 14	Educating patients about asthma management Giving instructions effectively Using a nebuliser Talking to a child about asthma Putting a young patient at ease Describing respiration Charting respiratory rates	The respiratory system	Respiratory rates Patient record Observation chart
UNIT 3 Wound care page 22	Discussing wound management Asking for advice Describing wounds Taking part in Continuous Professional Development Using a Wound Assessment Chart	Wound bed preparation	Wound Assessment Chart
UNIT 4 Diabetes care page 30	Discussing diabetes management Making empathetic responses Giving advice sensitively Using a Diabetic Chart	The pancreas Explaining hypoglycaemia and diabetes	Diabetic Chart
UNIT 5 Medical specimens page 38	Explaining pathology tests Asking for clarification Checking understanding Telephone skills: contacting other staff Softening a request Reading a Pathology Report	The kidneys Explaining renal failure Explaining urinary catheters	Pathology Report
UNIT 6 Medications page 46	Administering medication Doing a medication check Working as part of a team Checking medication orders for accuracy Explaining drug interactions Checking the 'five rights' of medication administration Reading a Prescription Chart	The metabolism of medication	Prescription Chart

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UNIT 7	Reviewing IV infusions	IV cannulas	IV Prescription Chart Fluid Balance Chart
Intravenous infusions page 54	Passing on instructions to colleagues		
	Assessing IV cannulas		
	Telephone skills: taking a message about patient care		
	Checking IV orders		
	Charting fluid intake and output		
UNIT 8	Doing pre-operative checks	Blood circulation	Pre-operative Checklist
Pre-operative patient assessment page 62	Giving pre-operative patient education		
	Preparing a patient for surgery		
	Allaying anxiety in a patient		
	Using Pre-operative Checklists		
UNIT 9	Giving a post-operative handover	Pain receptors	Universal Pain Assessment Tool
Post-operative patient assessment page 70	Checking a post-operative patient on the ward		
	Explaining post-operative pain management		
	Dealing with aggressive behaviour		
	Using pain assessment tools		
UNIT 10	Attending the ward team meeting	Cerebrovascular accidents	Telephone Referral Form Katz ADL Index Discharge Plan
Discharge planning page 78	Telephone skills: referring a patient		
	Explaining the effects of a stroke		
	Using patient discharge planning forms		
Role plays and additional material			
		page 86	
Audioscript		page 94	
Answer key		page 110	
Acknowledgements		page 120	