

LITERACY

Basically, literacy is the ability to read and write, to communicate by reading and writing.

This involves the correct use of, for example:

- words
- sentences
- grammar
- spelling
- clear handwriting
- not using "text speak"

In health and social care your literacy is important because it affects vulnerable people who you are caring for. You need to remember, paperwork exists in health and social to help support those people and includes, for example:

- care plans
- charts
- data protection
- general administration
- messages
- notices
- records
- reports
- signs

Don't worry if you are not good at reading or writing. During your induction your manager will identify any gaps between what you can do and what you need to be able to do. They will be able to give you advice on where and how to find help and you should make use of that advice.

A helpful website is www.bbc.co.uk/skillswise/english