

## 外国人介護士の介護施設内コミュニケーションの変容 —SCATでの分析に見られる十全的参加への過程—

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介護士自身が介護施設内コミュニケーションをどのように捉え、どのような場面で難しさを感じるのか明らかにするため、通訳者同席で半構造化インタビューを1年の間隔を置いて2回実施し、質的分析を行った。その結果、(1) 外国人介護士は介護施設内でのコミュニケーションについて、業務遂行・人間関係の構築・対人配慮という役割を意識していること、(2) 介護施設内コミュニケーションの困難要素として専門性・言語・対人配慮があるが、相手の話をよく聴いて理解・応答する場面は経験を重ねても難しいこと、(3) 経験を重ねるにつれ、介護士の技術向上に関わる業務場面でも、人間関係構築に関わる場面でも成長が見られることが分かった。介護士の変化・変容には彼らの努力だけでなく、実践共同体における連携や情報共有、ケアを通じた利用者との関係構築などが関わっている。介護士が十全的参加に向かう背景には、このような実践共同体の仕組みがある。

【キーワード】 外国人介護士、介護施設内コミュニケーション、正統的周辺参加論、変化・変容、実践共同体

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### **Transformation of Communication among Foreign Caregivers in Nursing Care Facilities: The Process of Full Participation as Seen Using SCAT**

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In order to clarify how caregivers themselves perceive communication within nursing care facilities and what situations they find difficult, semi-structured interviews were conducted twice, one year apart, with an interpreter present. A qualitative analysis was then conducted. The results showed that (1) foreign caregivers in nursing care facilities are conscious of their roles in communication within the facilities, focusing on task execution, building human relationships, and interpersonal considerations; (2) there are difficulties in communication within care facilities, due to specialization, language, and interpersonal considerations, so even with accumulated experience it remains challenging to listen carefully and understand or respond to others; (3) as experience is gained, growth is observed in both the aspects of improving caregiving skills and in building human relationships. The changes and transformation of caregivers are influenced not only by their efforts but also by collaboration and information sharing within the community of practice, and building relationships with clients through care. This community of practice structure makes full participation by the caregivers possible.

【Keywords】 foreign caregivers, communication within nursing care facilities, legitimate peripheral participation theory, change/transformation, communities of practice

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