

# SFHCHDHN1

## Help individuals prepare psychologically for changes



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### Overview

This standard is about helping individuals prepare psychologically for changes.

Users of this standard will need to ensure that practice reflects up to date information and policies.

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### Performance criteria

*You must be able to:*

- P1 agree your role with the individuals and with the professionals
- P2 provide up to date, factual information using appropriate media
- P3 support individuals, using their preferred form of communication, to
  - P3.1 identify any losses and changes that have taken place and the impact these may and will have on their lives
  - P3.2 identify their wishes, preferences and choices associated with the loss or change
  - P3.3 identify the preferred methods they can use or need to develop to cope with and manage loss and change
  - P3.4 identify any additional support or expertise they need to adapt to loss and change
  - P3.5 develop a plan to manage loss and change that combines their own and other appropriate and available resources
- P4 reinforce the importance of following the treatment and lifestyle plans
- P5 provide information on availability of other support networks and agencies
- P6 provide your contact details to the individuals
- P7 ensure that you are available for individuals to contact you when they need you
- P8 ensure that your role complements other professionals' role

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### Knowledge and understanding

*You need to know and understand:*

- K1 how to ask questions, listen carefully and summarise back
- K2 how to obtain clear information from the individual
- K3 how to adapt communication styles in ways which are appropriate to different people (eg culture, language or special needs)
- K4 how different individuals react to information
- K5 the level of information to provide to individuals (ie know what not to say)
- K6 the effects of culture and religious beliefs on an individual's communication style
- K7 the effects of culture and religious beliefs on an individual's life due to loss and change
- K8 the importance of recognising individuals' contributions to maintaining and improving their health, and how to do so
- K9 legal requirements of providing advice and support
- K10 how to identify the positive and negative aspects of the process and outcomes
- K11 how to help individuals identify loss and change taking place and its impact on their lives
- K12 how to help individuals identify their wishes, preferences and choices associated with the loss and change
- K13 how to help individuals identify coping strategies
- K14 how to help individuals identify the support available within their own support groups
- K15 how to help individuals identify their strengths and expertise
- K16 how to help individuals identify additional support required to cope with and manage loss and change
- K17 how to help individuals develop a plan to cope with and manage loss and change
- K18 how to help individuals identify any risks associated with their preferred option to cope with and manage loss and change, and how to manage the risks
- K19 how to help individuals identify the stages of loss and change, and how to plan for them
- K20 how to help individuals identify changes in their requirements and the implications on their family
- K21 how to discuss and agree your role and its boundaries with individuals
- K22 the information people need in order to be able to make informed lifestyle choices
- K23 importance of keeping your knowledge updated
- K24 organisational policy on confidentiality
- K25 organisational procedures on making notes
- K26 information on availability of other support networks and agencies (eg contact details of support networks or agencies, timings at which

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- available, methods of contacting the agencies or support networks)
- K27 own role and its scope
- K28 how to manage your own feelings that may have been aroused by the individual's loss and change
- K29 methods of support and how to seek support

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## Additional Information

### External Links

This standard links with the following dimension within the NHS Knowledge and Skills Framework (October 2004):

Dimension: HWB4 Enablement to address health and wellbeing needs

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