

SFHCHDHO1

Establish the details of the individual needing care



Overview

This standard is about establishing the details of the individual needing care.

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

SFHCHDHO1

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Performance criteria

You must be able to:

- P1 communicate in a sensitive and appropriate manner with the individual
- P2 confirm the individual's and their GP's name and address
- P3 obtain informed consent from the individual, in line with organisational policy, before starting to work with them
- P4 confirm with the individual any medications that have been prescribed, their dose and frequency
- P5 clearly and concisely record details of services and interventions provided
- P6 ask the individual to explain their current health condition and circumstances in their own words
- P7 obtain information from other people (eg family members, carer, friends, ambulance operators, any other person accompanying the individual) if the individual is unable to provide you with the required information
- P8 make full and concise notes of all information on the individual's records

SFHCHDHO1

Establish the details of the individual needing care

Knowledge and understanding

You need to know and understand:

- K1 how to communicate with patients and carers in a sensitive and appropriate manner
- K2 how to ask questions, listen carefully and summarise back
- K3 the importance of establishing rapport, and how to do so
- K4 the principle of confidentiality and what information may be given to whom
- K5 the principle of informed consent, and how to obtain informed consent from individuals
- K6 organisation's procedures on making notes
- K7 organisation's policy on confidentiality

SFHCHDHO1

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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: HWB5 Provision of care to meet health and wellbeing needs

SFHCHDHO1

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