

SFHCHS100

Develop relationships with individuals with long term conditions



Overview

This standard covers the development of relationships by practitioners with individuals with long term conditions. The working relationship must be supportive of the individual, and provide a context in which rapport and trust can be established, which is often very important in long-term conditions.

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 respect the individual's rights and wishes relating to their privacy, beliefs and dignity, and obtain informed consent where appropriate
 - P2 explore with the individual the role and responsibilities of the service, practitioners, the individual, and their carers
 - P3 provide appropriate support and information to the individual, and the carers they specify, to enable them to make informed choices throughout the management of their condition
 - P4 enable the individual to ask questions and to seek clarification on any issues
 - P5 establish a rapport with the individual, and respond sensitively to any issues raised
 - P6 ensure that the individual understands that their needs are important, and that any concerns relating to them are being addressed
 - P7 answer honestly any questions raised by the individual, and refer any questions that cannot be answered to the appropriate person
 - P8 establish trust with the individual by achieving the expectations agreed with them wherever possible
 - P9 provide clear information on organisational procedures and how to contact the service to obtain assistance if required
 - P10 keep accurate, legible, and complete records, and comply with all the relevant legal, professional, and organisational requirements and guidelines

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Knowledge and understanding

You need to know and understand:

- K1 the relationships between individuals and their carers, and how much they might want their involvement
- K2 the requirements and needs of carers, and how they could respond to changes in the condition of individuals
- K3 the type of information that is most useful to carers, and their right to access it
- K4 the role and responsibilities of different groups of carers, and the services and assistance to which they should be entitled
- K5 the abuse of carers, including physical, emotional, sexual, and financial
- K6 the difficulties with communication that can arise as a result of specific long term conditions, and how this changes according to fluctuations of symptoms
- K7 the methods and equipment that can be used to assess and monitor the communication skills of individuals
- K8 the guidelines and procedures for communicating with individuals with communication difficulties
- K9 the services and resources that are available to assist individuals to communicate, including communication aids, interventions, and strategies
- K10 the effects of communication difficulties on the individual and their relationships with others
- K11 the role of carers and others in facilitating communication
- K12 the principles of informed consent, including implied consent and expressed consent, and how these are applied in practice to protect individuals
- K13 the relevant national and organisational policies and guidelines on consent
- K14 the enduring power of attorney and other statutory statements, and other formal and informal methods of expressing wishes, including living wills
- K15 the requirements and needs of individuals with long term conditions, and the resources and services that are available to help them
- K16 how individuals with long term conditions maintain their dignity
- K17 diversity issues, including culture, religion, sexuality and identity
- K18 individuals' rights to information, and what is likely to be most useful to them during the different phases of a long term condition
- K19 the ways of presenting information, including statistical, factual, and anecdotal information
- K20 the potential abuse of individuals with long term conditions, including neglect, physical, emotional, sexual and financial
- K21 the changes that occur during the course and different stages of specific long term conditions

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- K22 the practitioners that are available to individuals, and how to obtain help from them
- K23 the roles and responsibilities of individuals for managing their own long term conditions
- K24 the services, equipment, and other resources and benefits available to help manage long term conditions
- K25 relevant legislation and the parts relating to the care of individuals, including the role of practitioners and clinical practice, human rights, data protection, and health and safety
- K26 the ethics and responsibilities of practitioners, including professional codes of conduct and guidelines
- K27 procedures and protocols for contacting individuals, practitioners, carers, and agencies
- K28 record keeping systems and policies in the organisation
- K29 the expectations of individuals on practitioners and carers, and how trust can be developed or eroded
- K30 the ways to build relationships and develop rapport during interventions
- K31 the coping strategies employed by individuals and carers
- K32 the ways to empower individuals to take responsibility for their own actions
- K33 the ways to terminate relationships when individuals are discharged
- K34 your own role and roles of other practitioners and agencies in providing a service to individuals
- K35 how to work within interdisciplinary and multi-disciplinary teams
- K36 the resources available to different practitioners and agencies

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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: Core 1 Communication

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