

SFHCMA4

Plan, implement, monitor and review therapeutic interventions with individuals who have a long term condition and their carers



Overview

This standard is about planning, implementing and reviewing therapeutic interventions in partnership with people who have a long-term condition and their carers to enable them to make informed choices regarding their treatment, care and future needs including end of life care. It covers agreeing the nature and purpose of the intervention, implementing the intervention and monitoring the outcomes, and reviewing the effectiveness of the intervention to determine further action.

This standard is relevant to those who provide proactive and co-ordinated Case Management. Here, Case Management means identifying and risk stratifying vulnerable, high-risk people with complex multiple long term conditions. Case Management should take place within the philosophy of enabling and promoting self care, self management and independence.

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 establish a supportive relationship with the person, and agree with them the roles and responsibilities of their carers
- P2 communicate with the person and their carers in an appropriate manner, and encourage them to seek clarification of any procedures, information, and advice relevant to them
- P3 obtain the informed consent of the person for the actions undertaken and agree the information which may be passed to others
- P4 comply with all the relevant legal, professional, and organisational requirements and guidelines
- P5 review the referral of the person to determine whether it is applicable and comprehensive, and assess its level of priority
- P6 discuss the needs and expectations of the person, and agree the goals for the therapeutic interventions
- P7 discuss the options for therapeutic interventions that are available and appropriate to the person's needs, their overall health status, and the agreed care plan
- P8 provide the person and their carers with any available evidence based information about the effectiveness, benefits, and risks of specific therapeutic interventions
- P9 check that the person and their carers understand the information given, and encourage them to ask questions and express any concerns about the therapeutic interventions
- P10 enable and support people to make an informed decision about the therapeutic interventions
- P11 discuss the role of the person and their carers in achieving the goals of the therapeutic interventions, and agree these with all concerned
- P12 agree with the person and their carers how and when the interventions will be evaluated and reviewed
- P13 make any necessary arrangements in relation to the therapeutic interventions to meet the specific requirements of the person and their carers
- P14 pass full and accurate information to those who have overall responsibility for maintaining the quality of service when organisational constraints unduly affect the service to be offered
- P15 produce records and reports that are clear, comprehensive, and accurate, and maintain the security and confidentiality of information.
- P16 obtain the necessary consent for the intervention from the person
- P17 ensure the environment used for the therapeutic intervention is suitable, and that the privacy and dignity of the person is protected
- P18 select interventions relevant to the agreed treatment goals and assessment

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- P19 implement the therapeutic intervention in a safe and effective manner, using evidence based practices and processes
- P20 implement the therapeutic intervention in a manner that is consistent with the person's needs and specific requirements, and encourages their effective participation
- P21 minimise any discomfort to the person within the constraints imposed by the therapeutic intervention method
- P22 encourage the carers to give appropriate support to the person
- P23 monitor the effects of the therapeutic intervention on the person throughout the process, and identify any indications of increased risk
- P24 take appropriate action where the effects of the therapeutic intervention are not as beneficial as expected
- P25 produce records and reports that are clear, comprehensive, and accurate, and maintain the security and confidentiality of information
- P26 actively encourage people and their carers to take a full and active part in the review process consistent with the person's wishes
- P27 enable the person and their carers to offer their opinions on their experience of the therapeutic interventions, and their suggestions for improving their effectiveness
- P28 assess the outcomes in relation to the goals agreed at the outset of the therapeutic intervention
- P29 review the outcomes and other relevant factors, and agree with the person and their carers what subsequent action should be taken
- P30 obtain the informed consent of the person for the actions undertaken on their behalf, and agree the information which may be passed to others
- P31 make any necessary arrangements in relation to the subsequent action to meet the needs of the person and their carers
- P32 produce records and reports that are clear, comprehensive, and accurate, and maintain the security and confidentiality of information.
- P33 communicate effectively with patients, carers and service providers to plan, implement expedient admission and discharge

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Knowledge and understanding

You need to know and understand:

- K1 the legislation which relates to working with people who have a long term condition including: health and safety, confidentiality and information sharing, the provision of services, the rights of children and individuals, anti-discriminatory practice, capacity and consent, relevant mental health legislation and care programme approach
- K2 how to interpret and apply legislation to the work being undertaken
- K3 the professional standards and codes of practice for your area of work within services for people with long term conditions and how to interpret and apply these
- K4 how to balance your responsibilities as a professional with organisational and contractual requirements
- K5 the nature, aims, objectives, values, policies and systems of the organisation in which you work
- K6 the contractual arrangements relating to the services which you offer through your organisation
- K7 the nature, extent and boundaries of your work role and its relationship to others in the organisation
- K8 the roles of other health and social care practitioners and how they relate between and across agencies
- K9 the ethics concerning consent and confidentiality, and the tensions which may exist between an individual's rights and the organisation's responsibility to individuals
- K10 the rights of people to make decisions for themselves and to take risks in the context of their own lives
- K11 methods of obtaining informed consent from people, and how to confirm that sufficient information has been provided on which to base this judgement
- K12 the actions to take if the person withdraws their consent
- K13 how to recognise when people are not able to exercise their rights to make informed choices
- K14 the legal framework for making decisions for, or acting on behalf of, a person without capacity, and how the best interests of an individual without capacity should be determined
- K15 the situations when consent may not be required e.g. under relevant mental health legislation
- K16 how to deal with issues of confidentiality and who has the right of access to information that has been recorded
- K17 the main issues, debates, and policies relating to the health and well-being of people
- K18 the guidance that is available for your own practice, and the sources of the guidance

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- K19 evidence based practice, and its role in improving services
- K20 the main trends and changes relating to the health and well-being of people with a long term condition
- K21 the ageing process and how it affects the needs of individuals
- K22 the main health conditions that affect people as they age
- K23 the drugs and interventions which are used to manage the main age-related conditions and the effects of these on the overall health and well-being of people with a long term condition
- K24 how to seek advice on conditions and drugs
- K25 the impact of social relationships and environment on the health and well-being of people with a long-term condition
- K26 how the needs of people with a long-term condition may affect others
- K27 why it is important to clarify with the person whether they need and have carers, and to confirm with the person whether they accept their carers as having any say over their care
- K28 how to communicate effectively with people and their carers
- K29 the ways in which carers should be involved in communication in order to deliver the most effective outcome for the person
- K30 the type of communication and relationship difficulties that can occur with and between people and their carers, and what to do to overcome them
- K31 the importance of focusing on the person as an individual
- K32 the importance of respecting the different backgrounds and values of people
- K33 the impact of the ageing process on individual's communication needs e.g. sensory impairment, cognition and confusional states
- K34 the effects of environments and contexts on communication (particularly institutional settings)
- K35 the ways in which communication can be modified and altered for different needs, contexts and beliefs
- K36 the different interventions and technologies available in your area of practice
- K37 the purpose, use, benefits and risks of different interventions when working with people with a long term condition
- K38 the drugs and interventions which are used to manage conditions and symptoms, and the effects of these on the overall health and well-being of the person with a long term condition
- K39 the previous and present interventions that the person may have experienced
- K40 the purpose of agreeing goals with the person at the start
- K41 the evidence for the effectiveness and contraindications of different interventions, and how to determine which is most appropriate for specific individuals
- K42 how to identify the levels of understanding that people and their carers have of the proposed interventions

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- K43 the purpose of encouraging people and their carers to ask questions, seek advice, and express any concerns
- K44 the roles which people and their carers need to take if the intervention is to be successful, and how to explain and agree these with them
- K45 the purpose of determining during the planning phase how the intervention will be evaluated and the role of the person and their carers in this
- K46 the information which it may be necessary to share with others as a result of the planning, how to make sure that the person and their carers are clear about this and understand what they are committing to
- K47 the organisational constraints which may affect the services offered and to whom information about these should be passed
- K48 the environments in which therapeutic interventions take place
- K49 how to prepare equipment, materials, work area, and yourself for the therapeutic interventions
- K50 methods of using different therapeutic interventions within your area of practice
- K51 how each of the therapeutic interventions may be modified in order to achieve a successful outcome
- K52 methods of encouraging people to be as actively involved as possible
- K53 methods of enabling the person to be as comfortable as possible and maintaining their dignity and privacy given the constraints of the particular therapeutic intervention and the setting
- K54 the particular risks which specific therapeutic interventions may have
- K55 how to monitor the effect of different therapeutic interventions on the person with a long term condition and evaluate its efficacy
- K56 methods of establishing when therapeutic interventions should be halted
- K57 the information which is necessary for the review to be carried out effectively
- K58 methods of encouraging the person and their carers to take a full and active part in the review process and to offer their views as equal partners in the process
- K59 the subsequent actions that might follow an intervention to meet the needs of the individual and your role and responsibilities in relation to each of these
- K60 methods of recording the review process and outcomes, and the information which it is necessary to include

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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

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