
Overview

This standard is about the provision of psychological support for patients and families as a normal function of the multidisciplinary team. It entails exploring the need for support with the patient and developing the approach within the multidisciplinary team. 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 agree your own role, responsibilities, accountability and scope of practice in discussing patient's psychological and emotional needs
- P2 agree the boundaries of confidentiality with the patient and their implications (eg what components of confided material are allowed to be discussed with other members of the multidisciplinary team and what might be the effect)
- P3 discuss and identify with the patient their perspective of the disease
- P4 identify and discuss with the patient their coping strategies in day-to-day living and how it fits the reality of managing their progressive condition
- P5 explore with the patient the psychological impact of the disease and its treatment (e.g. beliefs surrounding the illness, the patient's emotional reaction and coping mechanisms)
- P6 encourage the patient to recognise their emotional responses to the disease and its treatment as normal
- P7 identify and interpret the emotional consequences for the patient of information given to them regarding their disease or treatment and how this affects their family
- P8 identify emotional distress associated with treatments and ways of reducing it
- P9 discuss with the patient the role of specialist services when the patient's choices require it and refer the patient if they wish
- P10 identify changes in the support the patient would like to receive from members of the multidisciplinary team
- P11 agree with the patient what information, if any, should be recorded
- P12 brief the team about changes the patient would like to see in the way they are treated in order to provide psychological support
- P13 specify the boundaries of confidentiality within the team and what may be discussed by team members with the patient
- P14 encourage the members of the team to embody psychological aspects of care throughout their treatment by understanding the psychological perspective and acknowledging emotional reactions
- P15 encourage the patient, carer(s) and team members to work together on different aspects of the patient's psychological needs
- P16 encourage the team to identify, discuss and respond to changing psychological needs and preferences for support
- P17 provide the team with learning opportunities to understand the links between the patient's emotional, physical and psychological wellbeing and the impact on the patient of the way in which they behave with them
- P18 provide opportunities for the team to develop specific skills of non-judgemental listening and support

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Knowledge and understanding

You need to know and understand:

- K1 how to ask open-ended questions, listen carefully and summarise back
- K2 methods of communicating sensitive information to individuals
- K3 the importance of providing individuals with opportunities to ask questions and increase their understanding
- K4 how to adapt communication styles in ways which are appropriate to different people (e.g. culture, language, or special needs)
- K5 the importance of identifying how the individual wishes to be addressed and communicated with, and how to do so
- K6 methods of involving others, and how to do so in a way that causes minimum disruption
- K7 the range of specialist advice and support people may require, and how to access specialist advice and support to address relationship issues
- K8 how information obtained from individuals should be recorded and stored
- K9 the importance of obtaining full and accurate information about individuals, and how to do so
- K10 the importance of treating individuals fairly, and how to do so
- K11 the effects of culture and religious beliefs on individual communication styles
- K12 the different features services must have to meet people's gender, culture, language or other needs
- K13 the importance of respecting individuals' privacy, dignity, wishes and beliefs, and how to do so
- K14 principles of confidentiality, disclosure and recording of information (eg what should and should not be recorded, how to agree boundaries of confidentiality without ambiguity)
- K15 methods of interviewing
- K16 methods of counselling
- K17 models of psychological functioning and need
- K18 interpretation of patients' emotional and psychological responses to their long term condition and its treatment (eg recognition of depression)
- K19 evidence of successful approaches to providing psychological support (eg management of depression)
- K20 methods of helping other members of the multidisciplinary team to develop skills of psychological support
- K21 the treatment that patients will experience
- K22 the present ability of the multidisciplinary team to provide psychological support
- K23 how to approach others' problems without intruding one's own
- K24 how to maintain a support stance that is not judgmental

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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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