

## SFHEC13

Provide clinical care advice and information to others pending the attendance of emergency assistance



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### Overview

This standard covers the giving of advice and information to individuals, and others with them, who are awaiting the attendance of dispatched emergency assistance. The standard covers giving advice and information on basic first aid procedures in order that the individual or someone with them can attempt to maintain their condition until an emergency practitioner is in attendance.

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 explain clearly and unambiguously to the individual or third party:
  - P1.1 your own role and its scope, responsibilities and accountability in relation to the provision of clinical care advice
  - P1.2 any clinical techniques to be followed and their intended outcomes
  - P1.3 any actions you require them to perform to monitor for and alert you to changes in the individual's condition
  - P1.4 any expected side effects of the techniques
  - P1.5 any contra-indications to be aware of and actions to take if they are noticed
- P2 provide opportunities for the individual or third party to clarify and confirm their understanding of the clinical care advice given to them
- P3 provide information that:
  - P3.1 is up to date
  - P3.2 acknowledges the complexity of any decisions that the individual or third party needs to make
  - P3.3 helps them to exercise their rights
- P4 communicate with the individual or third party in a manner and at a level and pace that is appropriate to:
  - P4.1 their level of understanding
  - P4.2 their culture and background
  - P4.3 their preferred ways of communicating
  - P4.4 their needs
- P5 constructively manage obstacles to effective communication
- P6 check and confirm through discussion with the individual or third party that the clinical care advice has been understood
- P7 confirm the identity and competence level of the person who will be undertaking clinical care techniques pending the arrival of the emergency services and provide reassurance and support to them throughout
- P8 act in ways likely to inspire confidence in you and the advice given
- P9 maintain confidentiality of information consistent with legislation and your employer's policies
- P10 seek update information from the individual or third party as to changes in the individual's condition and promptly pass this on to the responding practitioner
- P11 adjust the clinical care advice you provide appropriately to secure the best possible outcome for the individual

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#### Knowledge and understanding

*You need to know and understand:*

- K1 the reasons why your role, responsibilities and accountability should always be explained
- K2 why it is important to be aware of and monitor changes in the individual's condition over the course of your interaction with them
- K3 clinical norms with reference to typical conditions presenting in relation to:
  - K3.1 breathlessness
  - K3.2 bleeding and fluid loss
  - K3.3 pain
  - K3.4 tissue trauma
  - K3.5 skin rashes
  - K3.6 toxic ingestion
  - K3.7 altered consciousness, dizziness, faints and fits
  - K3.8 altered behaviour
  - K3.9 fever
  - K3.10 falls
  - K3.11 ear, nose and throat problems
  - K3.12 the unwell older person
  - K3.13 the unwell child
- K4 the clinical techniques that may need to be employed by a person requesting emergency assistance pending the arrival of the emergency team
- K5 how best to communicate those techniques to others at the scene of the emergency, bearing in mind that they are likely to be unfamiliar with them and to need reassurance
- K6 the steps you would take to ensure that the privacy, dignity, wishes and beliefs of the individual are maintained
- K7 the importance of clear communication in distant situations and how you would establish this
- K8 the importance of recording information clearly, accurately and legibly
- K9 the organisational policy and practices with regard to the storage and sharing of records including the use of Integrated Care Record Systems (ICRS)

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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: HWB6 Assessment and treatment planning

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<b>Developed by</b>	Skills for Health
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<b>Status</b>	Original
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<b>Originating organisation</b>	Skills for Health
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<b>Original URN</b>	EC13
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<b>Relevant occupations</b>	Health, Public Services and Care; Nursing and Subjects and Vocations Allied; Healthcare and Related Personal Services
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<b>Suite</b>	Emergency, Urgent and Scheduled Care
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<b>Key words</b>	emergency care, scheduled care, urgent care
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