

SFHEND01

Communicate and relate to individuals during endoscopic procedures



Overview

This standard covers communicating and relating to individuals, at any time during the provision of endoscopic procedures. Any communication difficulties have to be taken into account when deciding how best to interact with people. It is important to establish a rapport with the individuals undergoing endoscopic procedures, and identify any signs of distress or anxiety. Communication is important in providing information, but it is also about listening to what people have to say.

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 consent, privacy, beliefs, and dignity
- P2 discuss with the individual the role and responsibilities of the service and practitioners, and the individual and their carers
- P3 identify any communication difficulties with the individual, and agree the use of communication aids if required
- P4 ensure that the environment for communication is suitable for the purpose of the communication
- P5 ensure that the interaction is appropriate to the individual, the purpose of the communication, and any communication difficulties
- P6 enable the individual to ask questions and to seek clarification on any issues relating to the endoscopic procedure
- P7 establish a rapport with the individual, and respond sensitively and honestly to any issues raised
- P8 identify any signs of distress or anxiety from the individual and their carers that have the potential to escalate into violent or disruptive behaviour, and take appropriate action
- P9 provide clear and accurate information on organisational procedures and how to contact the service to obtain assistance if required
- P10 agree the most appropriate communication methods to maintain contact with the individual
- P11 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 effects of communication difficulties on the provision of services to individuals, and role of carers and others in facilitating communication
- K2 the services available for dealing with communication issues, and types of communication aid that are available
- K3 the effects of sedation on memory
- K4 the ethics and responsibilities of practitioners, and relevant professional bodies, codes of conduct, and guidelines
- K5 evidence-based practice and its role in improving care
- K6 the legislation relating to the:
 - K6.1 role of practitioners and clinical practice
 - K6.2 health and safety
 - K6.3 the care of individuals, include impact of the Human Rights Act
 - K6.4 freedom of information and data protection
- K7 government and organisational policies relating to the provision of endoscopy
- K8 legislation and legal processes relating to consent
- K9 the principles of informed consent, including implied consent and expressed consent
- K10 the process and timing for obtaining informed consent during endoscopic procedures, and what to do if consent is withdrawn during procedures
- K11 the relevant national and organisational policies and guidelines on consent
- K12 statutory statements, living wills, advanced directives, and other expressions of an individual's wishes
- K13 the admission and discharge procedures for endoscopic procedures
- K14 the endoscopic procedures, equipment, and sedation that are used
- K15 the guidelines, precautions, and information offered to individuals undergoing endoscopic procedures
- K16 the stages of care and the roles of practitioners during endoscopic procedures
- K17 the needs of individuals and carers, including issues relating to dignity, confidentiality, and privacy
- K18 the role, responsibilities, needs, and relationships between individuals and carers
- K19 the services and assistance that the individual and their carers should be entitled to
- K20 the type of information that is most useful to individuals and their carers, their rights to obtain it, and how they can access it
- K21 how individuals and carers respond to endoscopic procedures
- K22 national and local policies and guidelines relating to the management and effective use of endoscopy resources

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- K23 organisational management structures, roles, and responsibilities
- K24 procedures, protocols, and pathways for liaising with individuals, carers, practitioners, departments, and agencies
- K25 record keeping systems and policies
- K26 how to provide feedback on services
- K27 methods for developing rapport with individuals
- K28 the expectations of individuals, and how to empower individuals to take responsibility for their own actions
- K29 methods to establish and maintain the confidence of individuals in endoscopic procedures
- K30 the coping strategies employed by individuals and carers
- K31 the methods of terminating relationships when individuals are discharged
- K32 the procedures and methods relating to the coordination of inter-disciplinary and multi-disciplinary teams within and across services
- K33 the role of different types of practitioners and agencies in providing an endoscopy service
- K34 the services provided by relevant national, local, and voluntary social and health care 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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Developed by	Skills for Health
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Version number	1
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Date approved	June 2010
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Indicative review date	June 2012
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Validity	Current
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Status	Original
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Originating organisation	Skills for Health
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Original URN	END01
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Relevant occupations	Health, Public Services and Care; Nursing and Subjects and Vocations Allie; Healthcare and Related Personal Services
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Suite	Endoscopy
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Key words	endoscopy
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