

## SFHGEN41

### Identify team members' need for psychological support



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#### Overview

This standard is about identifying the psychological support that team members (individually or as a group) may need from time to time for many reasons. Patients' lack of wellbeing or the death of a patient can be a source of distress and raise personal issues for team members engaged in the often long-term relationship with patients. Equally, failure to cope with a clinical incident or a patient's problem (or the perception of an inability to cope), uncertainty about the best approach to take, handling risk and so on can all contribute to creating a psychological state that needs to be addressed.

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 recognise signs of distress among team members from their behaviour and what they say
- P2 acknowledge a direct or indirect request for help
- P3 recognise in advance events that might trigger a need for psychological support for the team in general or for particular team members
- P4 explore, within limits of confidentiality, the events or circumstances that might have triggered distress or ineffective functioning
- P5 identify with the team member(s) concerned their general perception of what is happening
- P6 observe and record the behaviour and statements of the team member(s) concerned
- P7 agree with the team member(s) concerned whether to have an initial discussion
- P8 review whether at this stage you need to take more specialised advice
- P9 identify how the situation is perceived by the team member(s)
- P10 identify and agree boundaries of confidentiality and the type of support the team member(s) will accept
- P11 explore and agree what they wish the outcomes of any support to be
- P12 review the types of support available and the likely impact of engaging with them
- P13 negotiate what support the team member(s) will agree to and the details of how it is to be provided, when and by whom
- P14 record the outcomes of the discussion and communicate these to team members who need to be informed

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### Knowledge and understanding

*You need to know and understand:*

- K1 how to highlight team member's abilities and experiences in a positive way
- K2 the basics of counselling and interpretive skills
- K3 how to separate psychological support from other aspects of a relationship with a colleague
- K4 how to approach others' problems without intruding one's own
- K5 how to maintain an open and non judgemental environment
- K6 how to reduce people's dependence on your support
- K7 methods of interviewing
- K8 the basics of models of psychological functioning and need
- K9 work relationship issues, and how to identify them
- K10 how to balance needs of others while prioritizing the patient's needs and wishes
- K11 methods of dealing with conflict
- K12 how to respect others' privacy, dignity, wishes and beliefs, and do so
- K13 principles of confidentiality, disclosure and recording of information (eg what should/should not be recorded, how to agree the boundaries of confidentiality without ambiguity)
- K14 evidence of team members emotional and psychological responses to patients and the care they need
- K15 evidence of successful approaches to providing psychological support
- K16 history of pressures occurring in the workplace
- K17 the communication skills required in complicated and sensitive situations
- K18 the importance of providing team members with opportunities to ask questions and increase their understanding
- K19 the importance of treating people fairly, and how to do so
- K20 the effects of culture, religious beliefs, age and disability on individual communication styles

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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 5 Quality

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|---------------------------------|--|
| <b>Developed by</b>             | Skills for Health  |
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| <b>Relevant occupations</b>     | Health, Public Services and Care; Medicine and Dentistry; Nursing and Subjects and Vocations Allied; Health and Social Care; Public Services; Child Development and Well Being; Health Professionals; Healthcare and Related Personal Services |
| <b>Suite</b>                    | General Healthcare   |
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