

SFHGEN42

Provide psychological support for team members



Overview

This standard is about providing 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 agree your own role, responsibilities, accountability and scope of practice in discussing the distress experienced by the team member(s)
- P2 agree a contract for the support, including frequency, duration and boundaries of confidentiality
- P3 identify if there is a preference, or a need, for issues to be discussed with someone external to the team
- P4 encourage the team member(s) to articulate their perceptions and feelings by active listening and creating enough time and privacy
- P5 offer no judgment on the feelings expressed
- P6 offer evidence and examples to help the team member(s) normalise their response to the situation
- P7 offer explanation to help the team member(s) recognise and understand what they are experiencing and what they may experience in future
- P8 identify models, evidence, strategies and techniques that are applicable to the team member's work with patients
- P9 encourage the team member(s) to explore the range of actions they could take, and to identify the advantages and disadvantages of those actions in improving their feelings regarding their work
- P10 encourage the team member(s) to consider when they should draw back or engage more closely with the source of distress
- P11 agree the next stages in the provision of psychological support and the actions to be taken

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Knowledge and understanding

You need to know and understand:

- K1 how to highlight team members abilities and experiences in a positive way
- K2 methods of counselling and interpretive skills
- K3 how to obtain full and accurate information about team members
- K4 how to separate psychological support from other aspects of a relationship with a colleague
- K5 how to approach others' problems without intruding one's own
- K6 how to maintain a support stance that is not judgmental
- K7 how to reduce people's dependence on your support
- K8 methods of interviewing
- K9 models of psychological functioning and need
- K10 work relationship issues, and how to identify them
- K11 how to balance needs of others while prioritising the patient's needs and wishes
- K12 methods of dealing with conflict
- K13 how to respect others privacy, dignity, wishes and beliefs, and do so
- K14 principles of confidentiality, disclosure and recording of information (e.g. what should/should not be recorded, how to agree the boundaries of confidentiality without ambiguity)
- K15 methods of helping other members of the multi-disciplinary team to develop skills of psychological support
- K16 evidence of team members emotional and psychological responses to long term patients and the care they need
- K17 evidence of successful approaches to providing psychological support
- K18 history of pressures occurring in the workplace
- K19 the communication skills required in complicated and sensitive situations
- K20 the importance of providing team members with opportunities to ask questions and increase their understanding
- K21 the importance of treating people fairly, and how to do so
- K22 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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Developed by	Skills for Health
Version number	1
Date approved	June 2010
Indicative review date	June 2012
Validity	Current
Status	Original
Originating organisation	Skills for Health
Original URN	GEN42
Relevant occupations	Health, Public Services and Care; Medicine and Dentistry; Nursing and Subjects and Vocations Allie; Health and Social Care; Public Services; Child Development and Well Being; Health Professionals; Healthcare and Related Personal Services
Suite	General Healthcare
Key words	Psychological support, team member