

SFHGEN44

Liaise between primary, secondary and community teams



Overview

This standard is about drawing on the resources of primary, secondary and community teams for the benefit of individuals who prefer to receive their treatment away from a hospital setting, usually at home. Some individuals may be fairly self-governing with their treatments but will require the support of these teams to enable them to remain independent.

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 ensure that all teams and individuals dealing with the individual have information that is consistent, up-to-date and accurate
- P2 seek and gain permission from individual and carer where appropriate, to provide relevant information about them to teams that can provide support
- P3 ensure that the individual is aware of the variety of people that are supporting and may contact them
- P4 make sure that teams involved are aware of the individual's needs, goals and aspirations and the expectations they have of remaining independent
- P5 pass on to other teams important information from the individual about the detail, sources and manner of the support they wish to receive
- P6 contact teams to obtain their help in dealing with changes in the individual's circumstances
- P7 identify and agree:
 - P7.1 arrangements for contact in order to establish and maintain relationships
 - P7.2 who has lead responsibility for supporting the individual
 - P7.3 the roles and responsibilities of other individuals and teams
 - P7.4 the arrangements for working with the individual
 - P7.5 the potential opportunities and benefits that can arise from the co-operation between the teams
- P8 ensure collaborative working arrangements comply with legal, regulatory and organisational policies and practices
- P9 explore any potential conflicts between those who are providing services and develop strategies to deal with them

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Knowledge and understanding

You need to know and understand:

- K1 what equipment and materials are needed by the individual who is receiving treatment at home
- K2 the common problems related to equipment and materials which individuals may encounter when carrying out treatment at home and how they should deal with these
- K3 the effects of dependence and independence on the individual, carers and the provision of the service
- K4 the significance of an individual's care plan
- K5 how the individual can adapt the treatment to their personal needs and lifestyle without compromising the treatment
- K6 how individuals should obtain the materials and equipment they need
- K7 the role and capability of primary, secondary and community and teams
- K8 ways of contacting teams available to specific individuals
- K9 the preferences of individuals (eg in the way they like to be supported, how much of the procedure they take charge of themselves)
- K10 the safe conditions required for effective treatment in a setting outside of the hospital environment
- K11 organisational policy and procedure for dealing with emergency calls from individuals and carers
- K12 the communication skills required in complicated and sensitive situations
- K13 how to obtain and record accurate information about individuals,
- K14 recording and communication of agreements and other information between members of the multidisciplinary teams in the two locations
- K15 the different features services must have to meet people's gender, culture, language or other needs

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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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