
Overview

This standard relates to providing support for individuals who require emergency healthcare interventions. The competence involves the support required during the period of the intervention and examples include: arranging child minding or care for dependent family members; organising the safe custody of the individuals' possession; and providing comfort and reassurance to individuals. The competence does not address identifying or arranging long term social care, emotional support, counselling or rehabilitation.

Users of this standard will need to ensure that practice reflects up to date information and policies.

SFHGEN60

Support individuals during emergency situations

Performance criteria

You must be able to:

- P1 recognise the boundary of your role and responsibility and seek supervision when situations are beyond your competence and authority
- P2 adhere to legislation, protocols and guidelines
- P3 clear the area of any unnecessary personnel or bystanders, whose presence may be a cause of additional stress
- P4 communicate with the individual at a pace and level appropriate to their
- P5 explain who you are and your role in relation to the provision of support
- P6 state the name and function of the organisation you represent
- P7 respect the individual's privacy, dignity, wishes and beliefs at all times
- P8 keep the individual informed at all times
- P9 identify the nature of the support required by the individual
- P10 identify and confirm with the individual if they have any significant others who may be able to provide additional support
- P11 obtain the consent of the individual before initiating support. Best interest principles must be applied in the case of an unconscious patient.
- P12 provide and organise support for the individual using authorised channels of communication
- P13 monitor the emotional and psychological wellbeing of the individual throughout and encourage them to promote their own health and well being
- P14 inform the emergency assistance team of the individual's emotional and psychological well-being

SFHGEN60

Support individuals during emergency situations

Knowledge and understanding

You need to know and understand:

- K1 why it is important to state clearly your role and the services you and your organisation can provide in respect of interim support
- K2 the support that might be required in an emergency situation
- K3 the procedures to identify, access and arrange appropriate support for an individual in an emergency situation
- K4 the boundaries of your role and responsibilities
- K5 the importance of keeping individuals informed and gaining their consent where possible, prior to making arrangements for interim support
- K6 the steps that can be taken to ensure that the privacy, dignity, confidentiality, wishes and beliefs of individuals and others are respected
- K7 how to communicate with an individual, during an emergency, in a calm, reassuring and supportive manner and how this can influence their emotional and psychological well-being
- K8 the factors that may cause distress to individuals involved in an emergency situation and how they can be minimised
- K9 the positive impact for individuals of removing any unneeded personnel or bystanders from the area of an emergency situation
- K10 the need to monitor an individual's emotional and psychological wellbeing following an emergency situation
- K11 how to encourage individuals to promote their own health and well being following an emergency situation
- K12 the current legislation, guidelines, policies and protocols which affect your responsibilities and work practice
- K13 the boundaries of your role and the importance of working within your own scope of practice
- K14 the roles and responsibilities of others involved in providing personal and emotional support to individuals during emergency situations
- K15 the Mental Health laws

SFHGEN60

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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: HWB4 Enablement to address health and wellbeing needs

SFHGEN60

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