SFHGEN99
Promote effective communication and relationships with people who are troubled or distressed

Overview

This standard covers promoting communication and relationships with individuals whose communication and relationships are affected, directly or indirectly, by health problems. The distress or impairment may be a transient, fluctuating or permanent feature of the individual's social functioning.

This standard applies to practitioners who work with people who are troubled or distressed. The distress may be directly associated with mental illness or caused by other factors, such as physical illness or bereavement, which may create health problems. Users of this standard will need to ensure that practice reflects up to date information and policies.

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You must be able to:

P1   identify the factors that may affect the development of the relationship and take the appropriate actions to establish and maintain a therapeutic relationship

P2   create appropriate opportunities for positive interactions with individuals in a range of contexts

P3   act in ways that promote anti-discriminatory practice and respond appropriately to discriminatory behaviours and attitudes

P4   engage constructively with individuals modelling appropriate behaviour whilst recognising the differences in power between yourself and the individuals

P5   behave in ways that promote the value of individuals as people in their own right and that encourage meaningful interactions with them

P6   spend sufficient time with individuals to explore, understand and support their interests, needs and concerns.

P7   communicate with individuals in a manner, and at a level and pace that gives consideration to their:

     P7.1   abilities

     P7.2   preferred form of communication

     P7.3   manner of expression

     P7.4   personal beliefs and preferences and is consistent with anti-discriminatory practice

P8   use body language, position, tone of voice and active listening to encourage individuals to communicate

P9   minimise obstacles to effective communication as far as possible given the constraints of the situation

P10   respond to individual's expression of feelings and needs in a manner which supports the right to such expression

P11   observe individual's behaviour and use this to develop an understanding of them as people in their own right

P12   communicate with individuals as people in their own right with their own needs and wishes

P13   set and agree boundaries with individuals in relation to their behaviour towards yourself and others when you are with them

P14   encourage movement away from inappropriate forms of expression to more appropriate ways of communicating needs or feelings

P15   act as a role model to individuals in the way that you behave towards the

individual and to others

P16 balance the need for individuals to be self-managing and independent with their need for control and boundary setting, challenging them when they prejudice the rights of others

P17 take opportunities to reflect on your own behaviour with, and reactions to, different individuals and use this to evaluate your own practice

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Knowledge and understanding

You need to know and understand:

K1   country, UK, EU legislation, statutory codes, standards, frameworks and guidance relevant to your practice and related fields, including multi disciplinary and multi organisational practice on accountability and continuing professional development, data protection and confidentiality of information

K2   the rules and ethics of professional practice and codes of conduct and how to interpret and apply these to relationships with service users, especially those who are troubled or distressed

K3   the relationship between physical, social, psychological and emotional development and behaviour and associated patterns

K4   the effect of ill health in relation to individuals' ability to form relationships with others

K5   signs and symptoms of health needs which can affect communication and an individual's capacity for relationship formation and maintenance, and the language used to describe those signs and symptoms to other agencies

K6   why individuals should be encouraged to be as self-managing and independent as possible

K7   the issues that affect individuals with health needs in society, how they can manage these and the sort of assistance they need

K8   the impact of the broader social environment on individuals with specific health needs

K9   the different forms and range of effective communication

K10   the effect of culture on communication; when physical contact is appropriate and when it is not issues arising from the gender of the practitioner

K11   where and how support for communication can be obtained,such as interpreters and translators, carers, advocates, equipment and facilities

K12   how culture, gender and beliefs can affect attitudes and behaviour and how it may be perceived by others, including those considered maladaptive, and why it is important to recognise and challenge this in oneself

K13   the ways in which individuals will seek to communicate with others

K14   the role which communication plays in maintaining an individual's identity

K15   the role of communication in establishing and maintaining relationships

K16   behaviours which demonstrate value for others and those which do not

K17   why the ability to listen effectively is important

K18   how to establish an atmosphere of trust and mutual respect how to demonstrate respect for, and the promotion of:

    K18.1 each person as an individual

    K18.2 independence and quality of life

    K18.3 dignity and privacy of individuals and their family and friends

K19   how to recognise what people are trying to convey by their behaviour

K20   how facial expression may affect tone of voice used and may reveal personal attitudes or emotions

K21   how to challenge sensitively behaviour which adversely affects others

K22   how to make the interaction supportive of the individual concerned

K23   how to deal with confrontation in a supportive and positive manner

K24   working methods and styles which may be used in developing, sustaining and enabling individuals to move on from relationships; how to empower individuals to develop effective relationships in the future

K25   the agency's policy and procedures regarding confidentiality of information and the disclosure of information to third parties, and the specific circumstances under which disclosure may be made

K26   your own role and responsibilities and from whom assistance and advice should be sought if you are unsure

K27   how to apply the principles of equality, diversity and anti-discriminatory practice to your work

K28   the options you have in relating to individuals who are troubled or distressed, including any statutory powers, and the factors you should take into account when selecting the approach to take

K29   understanding the effects on practitioners of working with distress and professional ways of addressing these

K30   the importance of agreed consistency within staff teams in working with individuals, especially those with behavioural issues

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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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