

SFHHP5

Gather specific information from individuals to contribute to assessing risks to health and wellbeing



Overview

This standard covers the activities of gathering information from individuals in order to contribute to assessing risks to health and wellbeing, such as those posed by communicable and non-communicable diseases, and by hazards such as pollution and tainted water supplies. The activities in this standard will be triggered by reports of cases or potential cases, indicating a risk that should be investigated by gathering further information from the field, and a decision to seek this further information. You will gather information by interviewing individuals, in most cases using an approved or standard questionnaire. Where you need to communicate through an interpreter or translator, note that there is another standard in the Skills for Health database concerning supporting individuals to communicate using interpreting and translation services.

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 you have a clear understanding of:
 - P1.1 the risks you are investigating
 - P1.2 the information you are required to collect
 - P1.3 the timescales within which the information is required
 - P1.4 what you can tell individuals that you interview about the situation
- P2 contact the individuals you need to interview, explain the situation in a manner that is sensitive to any risks they may perceive, and gain their cooperation in providing you with information
- P3 communicate with the individuals throughout your discussion with them in a vocabulary, manner and pace that is appropriate to them
- P4 provide additional advice and information, where necessary, to help individuals to understand
 - P4.1 the importance of cooperating with your inquiry
 - P4.2 your questions
 - P4.3 the relevance of the questions
- P5 listen carefully to the responses, and probe for more information where this is justified to assess the risks you are investigating
- P6 accurately record the responses in detail in the form required for the investigation
- P7 report all the information you have gathered in a timely way, through the required channels, to aid the risk assessment

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Knowledge and understanding

You need to know and understand:

- K1 your legal powers and duties, and your responsibilities and accountability under organisational and professional policies and protocols within your work environment
- K2 the importance of working within the limits of your own competence and seeking support and advice when faced with situations outside your competence
- K3 where to access supporting information, questionnaires or expertise to help make an appropriate risk assessment
- K4 the importance of, and how to achieve, effective communication with a range of individuals about hazards and risks in order to protect the population's health and wellbeing
- K5 how to employ questioning techniques to assess a health protection challenge
- K6 how to recognise and assess implications of non- verbal communications
- K7 the importance of clear and effective recording of incident and disease and/or hazard control
- K8 occurrence, transmission and incubation periods of the communicable disease(s) you are investigating
- K9 the principles of active and passive immunisation to control the transmission of communicable disease
- K10 the implications of exposure to the hazard you are investigating, the varying scale of risks to health, wellbeing and safety, and methods of managing risks
- K11 the importance of timeliness in undertaking field investigation and reporting results

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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: IK2 Information collection and analysis

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