

SFHHP7

Provide information and advice to at-risk contacts, to protect health, wellbeing and safety



Overview

This standard concerns communicating with people who have been exposed to a hazard that could pose a risk to their health. The standard concerns providing information and/or advice to individuals and communities to reduce their chance of suffering adversely from exposure to specific health risks. In carrying out the activities specified in this standard, you may work in partnership with colleagues (some of whom will be subject specialists or media experts) able to advise on, or contribute to, the development of an appropriate plan for communication. 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 you have the relevant information about who the contacts are, how they have been identified, and what risks they have been exposed to
- P2 develop an approach to communication with at-risk contacts, working with colleagues and partner organisations where appropriate, based on:
 - P2.1 established guidelines or protocols, where applicable, for giving information and/or advice specific to the case definition
 - P2.2 an assessment of the risks, including where there are different levels of risk, requiring different communication strategies, and including risks to yourself and colleagues
 - P2.3 the number and type of contacts, including people in the wider community who may not be at immediate risk but who, without information and/or advice, may believe themselves to be so
 - P2.4 consideration as to the confidentiality of information about the index case or primary source of the risk
- P3 agree with appropriate colleagues and partner organisations:
 - P3.1 the core messages to be delivered
 - P3.2 responses to 'frequently asked questions'
 - P3.3 the timing of the communication
 - P3.4 the mechanisms/media to be used to convey the messages effectively
- P4 source pre-validated information from databases and resource libraries, or develop and, as far as practicable, validate bespoke information and advice in line with the communications strategy
- P5 using the mechanisms/media agreed, make contact with the individuals or groups at risk, explain your role and the reason for making contact
- P6 communicate the information and advice in a manner that is appropriate to the needs of the individuals or groups at risk, and that is sensitive to the nature of the risk
- P7 check that the information and advice you have provided has been understood, provide opportunities for the individuals or groups to ask questions, and give appropriate support, answer questions, and clarify where necessary
- P8 where appropriate:
 - P8.1 arrange for further information, advice or support to be provided, or
 - P8.2 offer guidance on how to access further information, advice or support
- P9 record what information, advice or support has been provided, and to

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- whom, in accordance with local policies and guidelines
- P10 review and learn from the process to improve future practice and, where appropriate, revise the information resources you have used.

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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
- 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 the roles and responsibilities of local health and social care agencies and departments and other agencies at regional and national level in relation to the hazard
- K4 the principles and benefits of collaborative working with other agencies
- K5 the importance of, and how to achieve, effective communication with individuals about hazards and risks in order to protect the population's health and wellbeing
- K6 the ways in which communication can be altered for different needs and contexts and how to respond to differences in the way that people communicate
- K7 sources of written or other forms of information that can be given to the enquirer, including relevant local, regional and national databases
- K8 good record keeping criteria and how to write contemporaneous notes
- K9 what influences behaviour, perceptions of risk and behaviour change in relation to health protection
- K10 the nature, causes and occurrence of the risks associated with the hazard to which the contacts have been exposed
- K11 the principles of the modes of transmission, latency, incubation periods, exposure, herd and individual immunity in relation to the hazard
- K12 the nature of outbreaks and incidents and how they are managed
- K13 the principles of primary, secondary and tertiary prevention programmes as they relate to the hazard
- K14 the methods employed in assessing, investigating and communicating risks to health and wellbeing
- K15 sources of further advice and expertise that can be drawn upon to inform you about aspects of this and related hazards

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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: HWB3 Protection of health and wellbeing

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