

SFHLTCN22

Support individuals with neurological conditions to optimise their communication skills



Overview

This standard covers the way practitioners can support individuals with neurological conditions to optimise their communication skills. The practitioner will need to review all relevant information about the individual's condition and use of communication skills. The practitioner can monitor the use of interventions, and identify how effective they have been and whether any problems have emerged.

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

SFHLTCN22

Support individuals with neurological conditions to optimise their communication skills

Performance criteria

You must be able to:

- P1 respect the individual's rights and wishes relating to their privacy, beliefs, and dignity, and obtain informed consent whenever appropriate
- P2 provide appropriate support and information to the individual, and the carers they specify, to enable them to make informed choices throughout the process of optimising their communication skills
- P3 ensure that health and safety measures relevant to optimising their communication skills are undertaken
- P4 review all relevant information about the individual's condition
- P5 identify the most appropriate interventions to use with the individual to optimise their communication skills
- P6 enable the individual to monitor their responses to the use of interventions, and to report any concerns or problems with them
- P7 establish whether the interventions are being suitably provided and utilised
- P8 monitor the condition of the individual, and take appropriate action to respond to any communication difficulties or adverse effects
- P9 keep accurate, legible, and complete records, and comply with all the relevant legal, professional, and organisational requirements and guidelines

SFHLTCN22

Support individuals with neurological conditions to optimise their communication skills

Knowledge and understanding

You need to know and understand:

- K1 the relationships between individuals and their carers, and how much they might want their involvement
- K2 the requirements and needs of carers, and how they could respond to changes in the condition of individuals
- K3 the type of information that is most useful to carers, and their right to access it
- K4 the role and responsibilities of different groups of carers, and the services and assistance to which they should be entitled
- K5 the abuse of carers, including physical, emotional, sexual, and financial
- K6 the difficulties with communication that can arise as a result of specific neurological conditions, and how this changes according to fluctuations of symptoms
- K7 the methods and equipment that can be used to assess and monitor the communication skills of individuals
- K8 the guidelines and procedures for communicating with individuals with communication difficulties
- K9 the services and resources that are available to assist individuals to communicate, including communication aids, interventions, and strategies
- K10 the effects of communication difficulties on the individual and their relationships with others
- K11 the role of carers and others in facilitating communication
- K12 the legislation relating to the care of individuals, including the role of practitioners and clinical practice, human rights, data protection, and health and safety
- K13 the ethics and responsibilities of practitioners, including professional codes of conduct and guidelines
- K14 government and organisational policies, procedures, and guidelines relating to the care of individuals with neurological conditions
- K15 evidence based practice and its role in improving care
- K16 the principles of informed consent, including implied consent and expressed consent, and how these are applied in practice to protect individuals
- K17 the relevant national and organisational policies and guidelines on consent
- K18 enduring power of attorney and other statutory statements, and other formal and informal methods of expressing wishes, including living wills
- K19 the requirements and needs of individuals, and the resources and services that are available to help them
- K20 confidentiality and privacy issues relating to individuals

SFHLTCN22

Support individuals with neurological conditions to optimise their communication skills

- K21 methods to ensure individuals can maintain their dignity
- K22 diversity issues, including culture, religion, sexuality, and identity
- K23 individuals' rights to information, and what is likely to be most useful to them during the different phases of a neurological condition
- K24 the ways of presenting information, including statistical, factual, and anecdotal information
- K25 the abuse of individuals, including neglect, physical, emotional, sexual, and financial
- K26 the current issues and research debates on neurological conditions
- K27 information and library services for practitioners, individuals, and carers
- K28 the main journals, magazines, web-sites, and patient guidance notes and leaflets for specific neurological conditions
- K29 the providers of authoritative and high quality information on neurological conditions, including centres of research and the voluntary sector
- K30 the changes that occur during the course and different stages of specific neurological conditions
- K31 the practitioners that are available to individuals, and how to obtain help from them
- K32 the roles and responsibilities of individuals for managing their own neurological conditions
- K33 the services, equipment, and other resources and benefits available to help manage neurological conditions
- K34 when to review the management of neurological conditions
- K35 the aetiology, course, and progression of specific neurological conditions
- K36 the possible causes of specific neurological conditions, including genetic or environmental factors
- K37 the anatomy and physiology relevant to specific neurological conditions
- K38 the symptoms, complications, and outcomes of specific neurological conditions
- K39 the short, medium, and long term effects of specific neurological conditions on individuals and their carers
- K40 the interventions for specific neurological conditions
- K41 organisational management structures and hierarchies
- K42 procedures and protocols for contacting individuals, practitioners, carers, and agencies
- K43 record keeping systems and policies in the organisation
- K44 complaints and appeals procedures
- K45 own role and roles of other practitioners and agencies in providing a service to individuals
- K46 how to work within interdisciplinary and multi-disciplinary teams
- K47 the services provided by relevant national, local, and voluntary social and healthcare agencies
- K48 the resources available to different practitioners and agencies

SFHLTCN22

Support individuals with neurological conditions to optimise their communication skills

Additional Information

External Links

This standard has indicative links with the following dimension within the NHS Knowledge and Skills Framework (October 2004):

Dimension: HWB6 Assessment and treatment planning

SFHLTCN22

Support individuals with neurological conditions to optimise their communication skills

Developed by Skills for Health

Version number 1

Date approved June 2010

Indicative review date June 2012

Validity Current

Status Original

Originating organisation Skills for Health

Original URN LTCN22

Relevant occupations Nursing and Subjects and Vocations Allied; Child Development and Well Being; Health Professionals; Healthcare and Related Personal Services

Suite Long Term Conditions - Neurological Care

Key words communicate, neurology
