

Overview

This standard is about communicating and interacting effectively with babies, as well as those involved in their care. The main focus of this standard is in relation to the health and well-being of the baby. A caring and compassionate approach should be adopted in line with current healthcare guidance. 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:

1. communicate with the baby and those involved in their care in a way that shows respect and due regard to their rights
2. ensure that the environment enables effective communication
3. identify relevant information on the communication abilities of those involved in the care of the baby and record preferred ways of communicating
4. identify and record any potential communication differences that exist, and how these will influence your communication methods
5. communicate and interact with the baby in a way that is appropriate to their gestation and needs
6. communicate with those involved in the care of the baby in a way that is appropriate to their role, understanding and preference
7. recognise how the feelings and wishes of those involved in the care of the baby may affect the communication process
8. observe the behavioural cues of the baby throughout the communication process, reporting any concerns to the appropriate person
9. actively listen to those involved in the care of the baby throughout the communication process
10. enable those involved in the care of the baby to access appropriate information and seek clarification
11. support and encourage those involved in the care of the baby to communicate with the baby
12. maintain confidentiality and share information in accordance with your organisation's information governance requirements
13. produce records and reports that are clear, comprehensive, and accurate, and maintain the security and confidentiality of information

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Knowledge and understanding

You need to know and understand:

1. legal, organisational and policy requirements relevant to your role and the activities being carried out
2. the nature, extent and boundaries of your work role and its relationship to others in the organisation
3. the roles of other health and social care practitioners and how they relate between and across agencies
4. the legal requirements and good practice guidelines on consent, and consent for children, young people and vulnerable adults
5. how to recognise and respond to the signs of injury, abuse or neglect and your responsibility in relation to raising concerns with the appropriate person or agency
6. local systems, procedures and protocols for safeguarding children, young people and vulnerable adults
7. how to respect the diversity and values of individuals
8. the principle of information governance and the implications for your practice
9. the best available evidence based practice and its role in improving services
10. the health conditions that may affect babies in your area of practice
11. the differing needs of babies at different stages of their lives
12. the physical, psychological and social needs of neonatal development in relation to gestational age or type of delivery
13. the impact of parenting capacity and attachment on the health and well-being of babies
14. the impact of family and environment on the health and well-being of babies
15. how the needs of babies may affect others
16. the factors that increase the risk of significant harm to babies
17. the importance of focusing on the baby as an individual
18. the types of non-verbal cues that babies give as part of communication
19. the ways in which those involved in the care of babies should be involved in communication in order to deliver the most effective outcome for the baby
20. the importance of communicating with babies in a way that promotes their neuro-linguistic development
21. how to communicate effectively with individuals to meet the needs of a socio-economic, culturally diverse population
22. the ways in which communication can be modified to meet the different needs and development stage of the baby
23. how the health status of the baby, and the treatment that s/he is receiving, may affect behaviour
24. the importance of acknowledging your own feelings, beliefs and values and

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- those of others as part of the communication process
- 25. the range of other practitioners who are available to support and enable communication
- 26. what communication is, and the different forms it may take
- 27. the importance of not making assumptions about the communication and understanding abilities of babies and those involved in their care
- 28. how communication differences affect the communication methods that you use
- 29. the principles of active observation and active listening and its application
- 30. the need to reflect back your understanding of what has been communicated
- 31. the reasons why communication may fail to develop or break down
- 32. how to keep records in accordance with organisational policies and procedures

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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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