

## SFHOP12

### Enable older people to cope with changes to their health and well-being



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#### Overview

This standard is about the practitioner helping older people to cope with changes to their health and well-being. These changes can be anything from coping with a change in practitioner attending to them, or the loss of a partner, or the loss of their independence. It is important that the health and well-being of the older person is monitored, and that any actions that are required can be identified as soon as possible. The practitioner also needs to build on their relationship with the older person in order to explore the impact of the changes on them. The older person should be encouraged to consider the situation they are in, and to seek help to cope with it.

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 establish a supportive relationship with the older person, and agree with them the roles and responsibilities of their carers
  - P2 communicate with older people and their carers in an appropriate manner, and encourage them to seek clarification of any procedures, information, and advice relevant to them
  - P3 obtain the informed consent of the older person for the actions undertaken on their behalf, and agree the information which may be passed to others
  - P4 comply with all the relevant legal, professional, and organisational requirements and guidelines
  - P5 obtain information from the older person and their carers on the way in which the older person's needs are being met
  - P6 identify any areas where support for the older person can be improved
  - P7 identify and prioritise what actions are required if the older person's needs are not being appropriately addressed
  - P8 present any concerns that cannot be resolved to the appropriate people in an appropriate way
  - P9 keep the older person and their carers informed of progress in resolving any concerns, and inform them of the anticipated timescales for any outcomes
  - P10 produce records and reports that are clear, comprehensive, and accurate, and maintain the security and confidentiality of information.
  - P11 explore with the older person the nature of the changes to their health and well-being, and discuss with them and their carers how they feel about them
  - P12 explain clearly to the older person and their carers the reasons for the changes to their health and well-being and the consequences arising from them
  - P13 respond sensitively to any issues raised by the older person, and refer any issues that cannot be resolved to the appropriate people
  - P14 explore what type of assistance the older person and their carers require to cope with the changes to their health and well-being
  - P15 ensure that all the relevant agencies are provided with the information they need to help the older person and their carers cope with the change process
  - P16 support the older person and their carers to monitor the assistance they are receiving to cope with change, and identify any areas where this can be improved
  - P17 ensure that all the appropriate people are encouraged to provide feedback on how the older person and their carers are coping with change

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P18 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:*

- K1 the legislation which relates to working with older people including: health and safety, confidentiality and information sharing, the provision of services, the rights of older people, anti-discriminatory practice, capacity and consent, relevant mental health legislation and care programme approach
- K2 how to interpret and apply legislation to the work being undertaken
- K3 the professional standards and codes of practice for your area of work within older people's services and how to interpret and apply these
- K4 how to balance your responsibilities as a professional with organisational and contractual requirements
- K5 the nature, aims, objectives, values, policies and systems of the organisation in which you work
- K6 the contractual arrangements relating to the services which you offer through your organisation
- K7 the nature, extent and boundaries of your work role and its relationship to others in the organisation
- K8 the roles of other health and social care practitioners and how they relate between and across agencies
- K9 the ethics concerning consent and confidentiality, and the tensions which may exist between an individual's rights and the organisation's responsibility to individuals
- K10 the rights of older people to make decisions for themselves and to take risks in the context of their own lives
- K11 methods of obtaining informed consent from older people, and how to confirm that sufficient information has been provided on which to base this judgement
- K12 the actions to take if the older person withdraws their consent
- K13 how to recognise when older people are not able to exercise their rights to make informed choices
- K14 the legal framework for making decisions for, or acting on behalf of, an older person without capacity, and how the best interests of an older person without capacity should be determined
- K15 the situations when consent may not be required e.g. under relevant mental health legislation
- K16 how to deal with issues of confidentiality and who has the right of access to information that has been recorded
- K17 the main issues, debates, and policies relating to the health and well-being of older people
- K18 the guidance that is available for your own practice, and the sources of the guidance
- K19 evidence based practice, and its role in improving services

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- K20 the main trends and changes relating to the health and well-being of older people
- K21 the ageing process and how it affects the needs of older people
- K22 the main health conditions that affect people as they age
- K23 the drugs and interventions which are used to manage the main age-related conditions and the effects of these on the overall health and well-being of older people
- K24 how to seek advice on conditions and drugs
- K25 the impact of social relationships and environment on the health and well-being of older people
- K26 how the needs of older people may affect others
- K27 why it is important to clarify with the older person whether they need and have carers, and to confirm with the older person whether they accept their carers as having any say over their care
- K28 how to communicate effectively with older people and their carers
- K29 the ways in which carers should be involved in communication in order to deliver the most effective outcome for the older person
- K30 the type of communication and relationship difficulties that can occur with and between older people and their carers, and what to do to overcome them
- K31 the importance of focussing on the older person as an individual
- K32 the importance of respecting the different backgrounds and values of older people
- K33 the impact of the ageing process on older people's communication needs e.g. sensory impairment, cognition and confusional states
- K34 the effects of environments and contexts on communication (particularly institutional settings)
- K35 the ways in which communication can be modified and altered for different needs, contexts and beliefs
- K36 the main changes that older people might go through during the process of ageing
- K37 the particular needs of different older people at different stages of their life
- K38 the impact of different types of change on older people
- K39 the importance of encouraging older people and their carers to express their feelings about changes to their situation
- K40 the fears and concerns which older people and those close to them may have about the changes
- K41 the information and guidance that is available for older people and their carers, and how to access this
- K42 methods of providing support to help older people and those close to them to manage change
- K43 other professionals, networks and agencies that are available to support the change process and how to access these

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### Additional Information

#### External Links

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

Dimension: HWB4 Enablement to address health and wellbeing needs

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**Suite** Older People

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