

SFHGEN21

Interact with individuals using telecommunications



Overview

This standard covers interacting with individuals using telecommunications. This involves establishing interactions with individuals using telecommunications, sustaining interactions with individuals using telecommunications, and ending interactions with individuals using telecommunications. The emphasis is on supportive interactions rather than providing a general advice service.

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 respond to individuals promptly according to organisational policies
- P2 identify any constraints on individuals and the circumstances in which the interaction is being made
- P3 provide information about the service and confirm its appropriateness to the
- P4 encourage individuals to share their concerns and to focus on their requirements
- P5 assess whether there is any risk or dangers facing the individual, and take appropriate action to deal with it
- P6 provide suitable opportunities for individuals to sustain the interaction
- P7 encourage individuals to provide additional information on their situation or
- P8 respond to individuals' immediate requirements at each stage during the interaction
- P9 provide suitable indications to reassure individuals of continued interest
- P10 identify any signs of increased stress during interactions and establish their significance
- P11 provide clear information on the requirement to end the interaction
- P12 end interactions according to the guidelines and procedures of your organisation
- P13 identify situations where it would be dangerous or disadvantageous to the interest of the individual to terminate the interaction
- P14 take the appropriate action to resolve dangerous situations
- P15 ensure you have recorded and checked the individual's demographic details where this is required before ending/transferring the call
- P16 where you are providing a confidential service, ensure the anonymity of individuals, self, and colleagues is maintained according to the procedures of the service
- P17 record details of interactions in the appropriate systems

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Knowledge and understanding

You need to know and understand:

- K1 the rights of individuals with whom you come into contact
- K2 legal and organisational requirements and policies requirements relevant to the functions being carried out
- K3 why it is important to comply with different requirements
- K4 how to obtain information on the requirements
- K5 the procedures of the organisation in relation to anonymity
- K6 the systems for recording interactions
- K7 why it is important to use the systems
- K8 what are the procedures for welcoming individuals
- K9 how to use different types of telecommunication technology
- K10 how to encourage individuals to stay connected
- K11 what are the potential circumstances of the individuals
- K12 what information about the service should be provided
- K13 who can be assisted by the service
- K14 how to encourage individuals without face to face interaction
- K15 what type of risks or dangers might different individuals face
- K16 what action should be taken to deal with different risks or dangers
- K17 what type of interactions occur
- K18 what opportunities should be made available to individuals to sustain the interaction
- K19 what type of information should be obtained
- K20 why it is important to respond at regular intervals
- K21 why it is important to provide individuals with opportunities to speak without interruption
- K22 how to use the anonymity of individuals to assist them to speak, where this is appropriate
- K23 the signs of increased stress in individuals
- K24 the significance of any signs of stress
- K25 the types of problem that could occur
- K26 what actions can be taken to address them
- K27 why it is important to address problems
- K28 when should interactions be ended
- K29 what are the reasons for ending an interaction
- K30 what further actions could be taken
- K31 the importance of obtaining full demographic details
- K32 why it is important to maintain anonymity

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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: Core 1 Communication

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