

## CM A4 Plan, implement, monitor and review therapeutic interventions with individuals who have a long term condition and their carers

### OVERVIEW

This standard is about planning, implementing and reviewing therapeutic interventions in partnership with people who have a long-term condition and their carers to enable them to make informed choices regarding their treatment, care and future needs including end of life care. It covers agreeing the nature and purpose of the intervention, implementing the intervention and monitoring the outcomes, and reviewing the effectiveness of the intervention to determine further action. This standard is relevant to those who provide proactive and co-ordinated Case Management. Here, Case Management means identifying and risk stratifying vulnerable, high-risk people with complex multiple long term conditions. Case Management should take place within the philosophy of enabling and promoting self care, self management and independence. Users of this standard will need to ensure that practice reflects up to date information and policies. Version No 1

### KNOWLEDGE AND UNDERSTANDING

You will need to know and understand:

1. the legislation which relates to working with people who have a long term condition including: health and safety, confidentiality and information sharing, the provision of services, the rights of children and individuals, anti-discriminatory practice, capacity and consent, relevant mental health legislation and care programme approach
2. how to interpret and apply legislation to the work being undertaken
3. the professional standards and codes of practice for your area of work within services for people with long term conditions and how to interpret and apply these
4. how to balance your responsibilities as a professional with organisational and contractual requirements
5. the nature, aims, objectives, values, policies and systems of the organisation in which you work
6. the contractual arrangements relating to the services which you offer through your organisation
7. the nature, extent and boundaries of your work role and its relationship to others in the organisation
8. the roles of other health and social care practitioners and how they relate between and across agencies
9. the ethics concerning consent and confidentiality, and the tensions which may exist

- between an individual's rights and the organisation's responsibility to individuals
- 10.the rights of people to make decisions for themselves and to take risks in the context of their own lives
  - 11.methods of obtaining informed consent from people, and how to confirm that sufficient information has been provided on which to base this judgement
  - 12.the actions to take if the person withdraws their consent
  - 13.how to recognise when people are not able to exercise their rights to make informed choices
  - 14.the legal framework for making decisions for, or acting on behalf of, a person without capacity, and how the best interests of an individual without capacity should be determined
  - 15.the situations when consent may not be required e.g. under relevant mental health legislation
  - 16.how to deal with issues of confidentiality and who has the right of access to information that has been recorded
  - 17.the main issues, debates, and policies relating to the health and well-being of people
  - 18.the guidance that is available for your own practice, and the sources of the guidance
  - 19.evidence based practice, and its role in improving services
  - 20.the main trends and changes relating to the health and well-being of people with a long term condition
  - 21.the ageing process and how it affects the needs of individuals
  - 22.the main health conditions that affect people as they age
  - 23.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 people with a long term condition
  - 24.how to seek advice on conditions and drugs
  - 25.the impact of social relationships and environment on the health and well-being of people with a long-term condition
  - 26.how the needs of people with a long-term condition may affect others
  - 27.why it is important to clarify with the person whether they need and have carers, and to confirm with the person whether they accept their carers as having any say over their care
  - 28.how to communicate effectively with people and their carers
  - 29.the ways in which carers should be involved in communication in order to deliver the most effective outcome for the person
  - 30.the type of communication and relationship difficulties that can occur with and between people and their carers, and what to do to overcome them
  - 31.the importance of focusing on the person as an individual
  - 32.the importance of respecting the different backgrounds and values of people
  - 33.the impact of the ageing process on individual's communication needs e.g. sensory impairment, cognition and confusional states
  - 34.the effects of environments and contexts on communication (particularly institutional settings)
  - 35.the ways in which communication can be modified and altered for different needs, contexts and beliefs
  - 36.the different interventions and technologies available in your area of practice
  - 37.the purpose, use, benefits and risks of different interventions when working with people with a long term condition
  - 38.the drugs and interventions which are used to manage conditions and symptoms, and the effects of these on the overall health and well-being of the person with a long term condition
  - 39.the previous and present interventions that the person may have experienced

- 40.the purpose of agreeing goals with the person at the start
- 41.the evidence for the effectiveness and contraindications of different interventions, and how to determine which is most appropriate for specific individuals
- 42.how to identify the levels of understanding that people and their carers have of the proposed interventions
- 43.the purpose of encouraging people and their carers to ask questions, seek advice, and express any concerns
- 44.the roles which people and their carers need to take if the intervention is to be successful, and how to explain and agree these with them
- 45.the purpose of determining during the planning phase how the intervention will be evaluated and the role of the person and their carers in this
- 46.the information which it may be necessary to share with others as a result of the planning, how to make sure that the person and their carers are clear about this and understand what they are committing to
- 47.the organisational constraints which may affect the services offered and to whom information about these should be passed
- 48.the environments in which therapeutic interventions take place
- 49.how to prepare equipment, materials, work area, and yourself for the therapeutic interventions
- 50.methods of using different therapeutic interventions within your area of practice
- 51.how each of the therapeutic interventions may be modified in order to achieve a successful outcome
- 52.methods of encouraging people to be as actively involved as possible
- 53.methods of enabling the person to be as comfortable as possible and maintaining their dignity and privacy given the constraints of the particular therapeutic intervention and the setting
- 54.the particular risks which specific therapeutic interventions may have
- 55.how to monitor the effect of different therapeutic interventions on the person with a long term condition and evaluate its efficacy
- 56.methods of establishing when therapeutic interventions should be halted
- 57.the information which is necessary for the review to be carried out effectively
- 58.methods of encouraging the person and their carers to take a full and active part in the review process and to offer their views as equal partners in the process
- 59.the subsequent actions that might follow an intervention to meet the needs of the individual and your role and responsibilities in relation to each of these
- 60.methods of recording the review process and outcomes, and the information which it is necessary to include

## PERFORMANCE CRITERIA

You must be able to do the following:

- 1.establish a supportive relationship with the person, and agree with them the roles and responsibilities of their carers
- 2.communicate with the person and their carers in an appropriate manner, and encourage them to seek clarification of any procedures, information, and advice relevant to them

- 3.obtain the informed consent of the person for the actions undertaken and agree the information which may be passed to others
- 4.comply with all the relevant legal, professional, and organisational requirements and guidelines
- 5.review the referral of the person to determine whether it is applicable and comprehensive, and assess its level of priority
- 6.discuss the needs and expectations of the person, and agree the goals for the therapeutic interventions
- 7.discuss the options for therapeutic interventions that are available and appropriate to the person's needs, their overall health status, and the agreed care plan
- 8.provide the person and their carers with any available evidence based information about the effectiveness, benefits, and risks of specific therapeutic interventions
- 9.check that the person and their carers understand the information given, and encourage them to ask questions and express any concerns about the therapeutic interventions
- 10.enable and support people to make an informed decision about the therapeutic interventions
- 11.discuss the role of the person and their carers in achieving the goals of the therapeutic interventions, and agree these with all concerned
- 12.agree with the person and their carers how and when the interventions will be evaluated and reviewed
- 13.make any necessary arrangements in relation to the therapeutic interventions to meet the specific requirements of the person and their carers
- 14.pass full and accurate information to those who have overall responsibility for maintaining the quality of service when organisational constraints unduly affect the service to be offered
- 15.produce records and reports that are clear, comprehensive, and accurate, and maintain the security and confidentiality of information.
- 16.obtain the necessary consent for the intervention from the person
- 17.ensure the environment used for the therapeutic intervention is suitable, and that the privacy and dignity of the person is protected
- 18.select interventions relevant to the agreed treatment goals and assessment outcomes
- 19.implement the therapeutic intervention in a safe and effective manner, using evidence based practices and processes
- 20.implement the therapeutic intervention in a manner that is consistent with the person's needs and specific requirements, and encourages their effective participation
- 21.minimise any discomfort to the person within the constraints imposed by the therapeutic intervention method
- 22.encourage the carers to give appropriate support to the person
- 23.monitor the effects of the therapeutic intervention on the person throughout the process, and identify any indications of increased risk
- 24.take appropriate action where the effects of the therapeutic intervention are not as beneficial as expected
- 25.produce records and reports that are clear, comprehensive, and accurate, and maintain the security and confidentiality of information.
- 26.actively encourage people and their carers to take a full and active part in the review process consistent with the person's wishes
- 27.enable the person and their carers to offer their opinions on their experience of the therapeutic interventions, and their suggestions for improving their effectiveness
- 28.assess the outcomes in relation to the goals agreed at the outset of the therapeutic intervention

- 29.review the outcomes and other relevant factors, and agree with the person and their carers what subsequent action should be taken
- 30.obtain the informed consent of the person for the actions undertaken on their behalf, and agree the information which may be passed to others
- 31.make any necessary arrangements in relation to the subsequent action to meet the needs of the person and their carers
- 32.produce records and reports that are clear, comprehensive, and accurate, and maintain the security and confidentiality of information.
- 33.communicate effectively with patients, carers and service providers to plan, implement expedient admission and discharge

### **ADDITIONAL INFORMATION**

This National Occupational Standard was developed by Skills for Health. This standard links with the following dimension within the NHS Knowledge and Skills Framework (October 2004): Dimension: HWB5 provision of care to meet health and wellbeing needs