Skills for Health

GEN42 Provide psychological support for team members

OVERVIEW

This standard is about providing the psychological support that team members (individually or as a group) may need from time to time for many reasons. Patients' lack of wellbeing or the death of a patient can be a source of distress and raise personal issues for team members engaged in the often long-term relationship with patients. Equally, failure to cope with a clinical incident or a patient's problem (or the perception of an inability to cope), uncertainty about the best approach to take, handling risk and so on can all contribute to creating a psychological state that needs to be addressed.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. how to highlight team members abilities and experiences in a positive way
2. methods of counselling and interpretive skills
3. how to obtain full and accurate information about team members
4. how to separate psychological support from other aspects of a relationship with a colleague
5. how to approach others' problems without intruding one's own
6. how to maintain a support stance that is not judgmental
7. how to reduce people's dependence on your support
8. methods of interviewing
9. models of psychological functioning and need
10. work relationship issues, and how to identify them
11. how to balance needs of others while prioritising the patient's needs and wishes
12. methods of dealing with conflict
13. how to respect others privacy, dignity, wishes and beliefs, and do so
14. principles of confidentiality, disclosure and recording of information (e.g. what should/should not be recorded, how to agree the boundaries of confidentiality without ambiguity)
15. methods of helping other members of the multi-disciplinary team to develop skills of psychological support
16. evidence of team members emotional and psychological responses to long term patients and the care they need

17. evidence of successful approaches to providing psychological support
18. history of pressures occurring in the workplace
19. the communication skills required in complicated and sensitive situations
20. the importance of providing team members with opportunities to ask questions and increase their understanding
21. the importance of treating people fairly, and how to do so
22. the effects of culture, religious beliefs, age and disability on individual communication styles

PERFORMANCE CRITERIA

You must be able to do the following:

1. agree your own role, responsibilities, accountability and scope of practice in discussing the distress experienced by the team member(s)
2. agree a contract for the support, including frequency, duration and boundaries of confidentiality
3. identify if there is a preference, or a need, for issues to be discussed with someone external to the team
4. encourage the team member(s) to articulate their perceptions and feelings by active listening and creating enough time and privacy
5. offer no judgment on the feelings expressed
6. offer evidence and examples to help the team member(s) normalise their response to the situation
7. offer explanation to help the team member(s) recognise and understand what they are experiencing and what they may experience in future
8. identify models, evidence, strategies and techniques that are applicable to the team member's work with patients
9. encourage the team member(s) to explore the range of actions they could take, and to identify the advantages and disadvantages of those actions in improving their feelings regarding their work
10. encourage the team member(s) to consider when they should draw back or engage more closely with the source of distress
11. agree the next stages in the provision of psychological support and the actions to be taken

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: Core 5 QualityThis standard has replaced RenOP8.