



CHS152 Assess an individuals communication skills and abilities

OVERVIEW

This standard is about the assessment of individuals' actual and potential communication difficulties in order to develop a diagnosis and a plan for treatment or management. Practitioners will apply a range of complex communication skills, tools and techniques to elicit responses and assess a range of functions which aid diagnosis and inform the development of a suitable strategy to assist with the development of the individual's communication and general well-being. 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 range of investigations available, their application and purpose
- 2.the relevant Code of Ethics and Professional conduct
- 3.your responsibilities under current national legislation and regulations, European, International and local Guidelines, Professional Standards and Codes of Practice
- 4.the clinical risks associated with each category of communication or swallowing disorder and how to manage these in the assessment environment
- 5.the range of communication skills, aids, including electronic tools and techniques that can be used to elicit communication from patients.
- 6.the application, capabilities and limitations of the relevant range of communication skills, aids, tools and techniques
- 7.the correct use of recording documentation
- 8.technical capabilities and limitations of associated equipment
- 9.factors influencing the selection of assessment tools, techniques or media
- 10.the range of strategies, interventions and assistance available to assist with improvement in communication and swallowing difficulties
- 11.the importance of a holistic approach to assessment
- 12.the use and importance of patient documentation
- 13.the importance of accessing information from a range of sources to co-ordinate working across different contexts for an individual.

PERFORMANCE CRITERIA

You must be able to do the following:

- 1.review the individual's history and relevant information available to establish the need for intervention and ensure relevant consent is obtained
- 2.confirm the individual's identity, relevant consent for investigation and the identity of carers or others who may be involved in the investigation
- 3.manage clinical risks associated with the individual's condition which may impact on the assessment process
- 4.explain the assessment process and expectations and confirm understanding
- 5.elicit communication using suitable modes, methods and levels of communication
- 6.select current and validated materials to meet linguistic, cultural and age-appropriate needs of the individual
- 7.establish baseline measures on all key variables using formal and informal assessment tools and techniques that are valid, reliable and repeatable
- 8.respect the rights, wishes, dignity and privacy of individuals at all times
- 9.record objectively and in an approved format to assist with diagnosis and planning:
 - 1.the results of investigations
 - 2.recommendations for action
- 10.inform the individual and their carers of next action and of any evidence based appraised literature or electronic information pertaining to their condition, including support groups
- 11.report findings of assessment, including relevant factors in the individual's environment that support or may be perceived as barriers to the individual's functioning or possible improvement in general well-being.

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: HWB6: Assessment and treatment planning