

## GEN5 Support individuals undergoing healthcare activities

### OVERVIEW

This standard covers supporting individuals during and after a clinical or therapeutic activity. This standard is applicable to a wide range of health contexts and roles in emergency, primary and secondary care. It may include patients in conscious or unconscious states. 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 importance of checking the identity of the individual , explaining your role and gaining valid consent from individuals or from others where individual's lack capacity to do so.
- 2.your own level of competence, authority and knowledge in relation to providing support for individuals during or following clinical or therapeutic activities
- 3.the types and levels of support and assistance individuals may require during and following the clinical/therapeutic activity and the roles and responsibilities of other team members
- 4.correct positioning of the individual for the clinical/therapeutic activity and the importance of ensuring this is maintained
- 5.the importance of keeping the individual informed about what you are doing and the nature of the clinical/therapeutic activity concerned and when to refer queries to other health professionals
- 6.how to manage the privacy and dignity of individual's in both conscious and unconscious states
- 7.the importance of communicating with individuals and relevant carers in a manner that is consistent with their level of understanding, culture, background and preferred ways of communicating
- 8.methods and techniques for reassuring individuals who are stressed or anxious and the importance of offering verbal and non-verbal support and reassurance to the individual
- 9.the concerns and worries that individuals or client groups may have in relation to some clinical/therapeutic activities and appropriate ways of responding to these concerns
- 10.the range of associated medical equipment and devices, their purpose and correct

- use within your work environment
11. specific protection/precautionary measures appropriate to the procedure being carried out, how they should be applied and the implications and consequences of not doing so
  12. types of information which must be recorded in relation to the clinical/therapeutic activity to meet information governance
  13. the importance of recording information clearly, accurately and in a timely and systematic manner
  14. relevant anatomy and physiology related to the clinical/therapeutic activity being undertaken
  15. signs and symptoms of adverse reactions or contraindications to the clinical/therapeutic activity being performed
  16. the importance of monitoring the individual's wellbeing during and following the clinical/therapeutic activity
  17. the importance of and reasons for post procedural instructions and the implications of the individual not understanding these or these not being delivered
  18. problems which may occur during and following the clinical/therapeutic activity and the appropriate action to take in response, including the methods of identifying and responding to common types of adverse reactions to the clinical activity
  19. your responsibilities under national legislation and regulations, current European, International and local guidelines, Codes of Practice and Professional standards

## PERFORMANCE CRITERIA

You must be able to do the following:

1. work within your level of competence, responsibility and accountability and respond in a timely manner to meet individual's needs
2. confirm the identify of the individual and check valid consent has been obtained
3. identify the nature of support that the individual needs and respect their privacy, dignity, wishes and beliefs when working with them
4. ensure the individual is positioned correctly for the procedure and where appropriate assist the individual to move into the required position
5. support and monitor the individual during and following the clinical/therapeutic activity and respond to their needs in accordance with clinical governance
6. apply standard precautions for infection control and other necessary health and safety measures during and following the clinical/therapeutic activity
7. give clear, concise and accurate information where this is within your scope of practice
8. answer correctly any questions which are within your area of responsibility, at a level and pace appropriate to the individual, and refer any questions that you cannot answer to the appropriate person
9. ensure the individual is provided with the appropriate facilities and support for the period of recovery from the clinical/therapeutic activity
10. inform individuals and relevant others of the next steps and where appropriate any arrangements for transport and escorts when these services are required by the

individual

11. keep accurate, complete and legible records of your actions and the individual's condition in accordance with local policies and procedures within information governance
12. take prompt appropriate action in response to any problems which occur during or following the clinical/therapeutic activity in accordance with local policies and procedures
13. ensure you maintain the confidentiality of information at all times in accordance with information governance

### **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: HWB7 Interventions and treatments