

GEN21.2012 Interact with individuals using telecommunications

OVERVIEW

This standard covers interacting with individuals using a range of telecommunications technology, including the internet. This involves establishing, sustaining, and ending interactions with individuals without face to face interaction by 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. Version No 2

KNOWLEDGE AND UNDERSTANDING

You will need to know and understand:

- 1.the rights of individuals with whom you come into contact
- 2.legal, organisational and policy requirements relevant to the functions being carried out
- 3.why it is important to comply with legal, organisational and policy requirements
- 4.how to obtain information on legal, organisational and policy requirements
- 5.the procedures of the organisation in relation to anonymity and confidentiality
- 6.the systems for recording interactions
- 7.why it is important to use the systems
- 8.what are the procedures for welcoming individuals
- 9.how to use different types of telecommunication technology
- 10.how to encourage individuals to stay connected
- 11.what are the potential circumstances of the individuals
- 12.what information about the service should be provided
- 13.who can be assisted by the service
- 14.how to encourage individuals without face to face interaction
- 15.what type of risks or dangers might different individuals face
- 16.what action should be taken to deal with different risks or dangers
- 17.what type of interactions occur
- 18.what opportunities should be made available to individuals to sustain the interaction
- 19.what type of information should be obtained
- 20.why it is important to respond at regular intervals
- 21.why it is important to provide individuals with opportunities to speak without interruption
- 22.the signs of increased stress in individuals
- 23.the significance of any signs of stress

- 24.the types of problem that could occur
- 25.what actions can be taken to address them
- 26.why it is important to address problems
- 27.when should interactions be ended
- 28.what are the reasons for ending an interaction
- 29.what further actions could be taken
- 30.the importance of obtaining full demographic details
- 31.why it is important to maintain anonymity
- 32.how to use the anonymity of individuals to assist them to speak, where this is appropriate
- 33.the types of telecommunications technology that are available
- 34.which type of telecommunications technology to select in relation to the requirements of the individual and the service provided

PERFORMANCE CRITERIA

You must be able to do the following:

- 1.respond to individuals according to organisational policies
- 2.identify any constraints on individuals and the circumstances in which the interaction is being made
- 3.provide information about the service and confirm its appropriateness to the individual
- 4.encourage individuals to share their concerns and to focus on their requirements
- 5.assess whether there is any risk or dangers facing the individual, and take appropriate action to deal with it
- 6.provide suitable opportunities for individuals to sustain the interaction
- 7.encourage individuals to provide additional information on their situation or requirements
- 8.respond to individuals' immediate requirements at each stage during the interaction
- 9.provide suitable indications to reassure individuals of continued interest
- 10.identify any signs of increased stress during interactions and establish their significance
- 11.provide clear information on the requirement to end the interaction
- 12.end interactions according to the guidelines and procedures of your organisation
- 13.identify situations where it would be dangerous or disadvantageous to the interest of the individual to terminate the interaction
- 14.take the appropriate action to resolve dangerous situations
- 15.ensure you have recorded and checked the individual's demographic details where this is required before ending/transferring the interaction
- 16.where you are providing a confidential service, ensure the anonymity of individuals, self, and colleagues is maintained according to the procedures of the service
- 17.record details of interactions in the appropriate systems

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 1 Communication