

GEN4 Prepare individuals for healthcare activities

OVERVIEW

This standard is about preparing an individual for a healthcare activity in accordance with the requirements of the activity to be performed, the practitioner and the assessed needs of the individual. 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. Your own level of competence, authority and knowledge in relation to preparing individuals for healthcare activities
2. Your role and the roles and responsibilities of other team members and practitioners
3. Why it is important to get positive confirmation of the individual's identity before starting the preparation and effective methods of obtaining positive identification
4. The importance of gaining valid consent from individuals or from others where individuals lack capacity to do so
5. The importance of checking all relevant information and documentation before commencing the preparation of the individual, and the types of information contained within relevant documents
6. The importance of checking that the individual has complied with any prescribed pre-treatment instructions and possible implications if instructions are not followed
7. The importance of immediately reporting any issues which are outside your own sphere of competence without delay to the relevant member of staff
8. The procedures and protocols relating to preparation of individuals for the relevant healthcare activities
9. The importance of following standard precautions relevant to the clinical activity to be undertaken and the protective clothing which may be worn for the individual's and your protection
10. Contra-indications to specific procedures and risks associated with incorrect preparation of individuals for health care activities
11. The types of support and assistance individuals may require in preparation for the clinical activity to be undertaken
12. Correct positioning of the individual and essential resources for the clinical activity to be undertaken and the importance of ensuring this is achieved
13. Safe handling techniques for the resources used to prepare the individual for the

healthcare activity

- 14.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
- 15.The different methods of communication you may have to use in relation to individuals with communication difficulties or differences
- 16.How to explain procedures for the preparation of the procedure to the individual and relevant carers in terms that they will understand
- 17.The concerns and worries which individuals or client groups may have in relation to some clinical activities and appropriate ways of responding to these concerns
- 18.The different types of needs, concerns, beliefs and preferences the individual may have and how these may affect the preparation for clinical activities and the individual's attitude
- 19.How to manage the privacy and dignity of individuals in both conscious and unconscious states
- 20.The ways in which the individual's right and choices may have to be restricted because of the nature of the preparations required for certain clinical activities
- 21.The importance of offering verbal and non-verbal support and reassurance to the individual and the methods of doing so
- 22.The importance of keeping the individual informed about what you are doing and the nature of the activity which is about to take place
- 23.Why questions that are beyond your role or knowledge need to be passed onto the appropriate member of the care team
- 24.The importance of recording information clearly, accurately and in a timely and systematic manner in line with information governance
- 25.The types of information which must be recorded in relation to different activities
- 26.Your responsibilities under national legislation and regulations, current European, International and local guidelines, Codes of Practice and Professional standards
- 27.The duty to report any acts or omissions in care that could be detrimental to yourself, other individuals or your employer

PERFORMANCE CRITERIA

You must be able to do the following:

- 1.work within your level of competence, responsibility and accountability throughout and respond in a timely manner to meet individual's need
- 2.confirm the individual's identity is consistent with the records
- 3.check that the individual or relevant carer has given the necessary valid consent to the activity before any action is taken and understands the activity about to take place
- 4.respect the individual's rights and wishes relating to their consent, privacy, beliefs and dignity
- 5.ensure that any information relevant to the activity obtained from the individual, from carers and from other relevant personnel, is complete, accurate and legibly recorded
- 6.check that the individual has complied with any pre-procedural instructions
- 7.prepare the individual correctly according to the requirements of the activity to be

- carried out, ensuring effective infection control at all times in accordance with clinical governance
- 8.store personal articles which need to be removed by individuals for the activity safely and securely in the appropriate place
 - 9.position and support individuals and where appropriate any medical equipment or devices to optimise the preparation process and outcomes
 - 10.reassure and support the individual and relevant carers throughout the process ensuring respect for the individual's rights, dignity and privacy at all times
 - 11.report pertinent issues to relevant clinical or other personnel
 - 12.answer correctly any questions which are within your area of responsibility, at a level and pace appropriate to the individual and any companions, and refer any questions that you cannot answer to the appropriate person
 - 13.take immediate and appropriate action to respond to any emergency situation that arises
 - 14.record and report all relevant information fully and accurately and in the appropriate manner and place
 - 15.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. This standard has replaced HCS C1, HCS I2, HCS I13 and Diab_HD9.