

## Diab GA4 Inform individuals of a diagnosis of Type 2 diabetes or impaired glucose tolerance

### OVERVIEW

This standard covers informing an individual that tests have shown they have Type 2 diabetes or impaired glucose tolerance, and providing early information and support. 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 NSF for diabetes
- 2.the NICE guidelines on diabetes monitoring, management and education
- 3.causes of diabetes
- 4.signs and symptoms of diabetes
- 5.normal and abnormal blood glucose and HbA1c values
- 6.how to monitor glucose levels, HbA1c, blood pressure
- 7.typical progressive patterns of diabetes
- 8.the importance and effects of patient education and self management
- 9.the psychological impact of diabetes, at diagnosis and in the long term
- 10.how to gather information from patients about their health
- 11.how to work in partnership with patients and carers
- 12.the social, cultural and economic background of the patient/carer group
- 13.the impact of nutrition and physical exercise
- 14.the effects of smoking, alcohol and illicit drugs
- 15.the effects of, and how to manage, intercurrent illness
- 16.how to manage hypoglycaemia
- 17.the medications used to manage diabetes
- 18.the long term complications of diabetes and when they are likely to occur
- 19.how to examine feet and assess risk status
- 20.how to monitor cardiovascular risk
- 21.how to monitor for renal disease
- 22.how to monitor for diabetic retinopathy
- 23.the law and good practice guidelines on consent
- 24.the staff member's role in the healthcare team and the role of others
- 25.local guidelines on diabetes healthcare
- 26.local referral pathways

- 27.local systems for recording patient information
- 28.quality assurance systems
- 29.the process of notification for legal and insurance purposes
- 30.sources of practitioner and patient information on diabetes
- 31.contact details of local and national support groups
- 32.how individuals can access local facilities for exercise and physical activity, education and community activities

## PERFORMANCE CRITERIA

You must be able to do the following:

- 1.arrange to discuss the results of the tests face to face with the individual and any companions they wish to bring to the meeting
- 2.explain to the individual that you have their results and ask them what their thoughts are
- 3.explain the diagnosis accurately, based on the information available to you, including any areas of uncertainty which may require further tests
- 4.ask the individual for their immediate reactions to what you have said and give them time to ask questions and to discuss their concerns
- 5.confirm the individual's understanding of the information you have given them, and correct any misunderstandings in a manner which shows sensitivity to their feelings
- 6.discuss the immediate priorities for managing the individual's condition, and the nature of the actions that the individual and the health care team need to undertake
- 7.acknowledge that the individual may wish to revisit and discuss some issues at greater length at a later date, and provide a contact number for any questions they may wish to ask
- 8.agree the next steps that the individual and the care team will take
- 9.provide appropriate written information about diabetes for the individual and their companions
- 10.identify the named contact and tell other members of the wider care team who are likely to be working with the individual in the immediate future about the information you have given to the individual, to ensure consistency
- 11.make an accurate record of the information you have given to the individual, which can be followed by other members of the care team, the individual and the carer

## 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