

## CHD HN3 Enable carers to access and assess support networks and respite services

### OVERVIEW

This standard is about enabling carers to access and assess support networks and respite services. 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. how to adapt communication styles in ways which are appropriate to different people (eg culture, language, or special needs)
2. how to ask questions, listen carefully and summarise back
3. how to establish an understanding of an individual's values, beliefs and interests
4. the importance of providing individuals with opportunities to ask questions and increase their understanding
5. the importance of encouraging individuals to give constructive feedback
6. the religious beliefs of different cultures
7. the information people need in order to be able to make informed lifestyle choices
8. the principle of informed consent, and how to obtain informed consent from individuals
9. organisational guidelines on the level and type of support you can provide
10. organisational policy on confidentiality
11. the details of local and regional respite services, and how to utilise them
12. the details of local, regional and national support groups available
13. how the support groups are run (eg formally or informally)
14. who runs the support groups (eg voluntary or statutory organisations or through the NHS Trust)
15. the services provided by the support groups (eg counselling, guidance, training)

### PERFORMANCE CRITERIA

You must be able to do the following:

- 1.create an environment (eg time, facilities, privacy) where the carer(s) can discuss their fears and concerns relating to the changes and transitions in their role as carer
- 2.establish rapport with the carer(s) and communicate with them with respect and the privacy they wish
- 3.communicate with the carer(s) in a manner and at a level and pace appropriate to them
- 4.discuss the availability of support networks (eg their setting, format of the group, cultural) and respite services (eg provided by statutory, private or voluntary agencies, sit-in, day or overnight centres))
- 5.provide the necessary contact details of the support networks, respite services and relevant agencies, as applicable
- 6.encourage the carer(s) to assess the support networks and respite services
- 7.assist the carer(s) to identify the support networks and respite services that match their needs, preferences and beliefs
- 8.encourage the carer(s) to discuss their successes, failures and experiences with the support networks and respite services

## **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: HWB4 Enablement to address health and wellbeing needs