

## CS30 Provide advice and information to children and young people and those involved in their care on how to manage their own condition

### OVERVIEW

This standard covers the provision of advice and information to children and young people, including children and young people and those who care for them, to enable them to manage their condition outside the clinical setting. It includes demonstrating the correct methods and techniques that must be used when undertaking self-care. 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 current European and national legislation, national guidelines and local policies and protocols which affect your work practice in relation to providing advice and information to individuals to enable them to manage their own condition
2. the professional standards and codes of practice for your area of work with different client groups and in different situations, including how to interpret and apply these
3. the legislation which relates to work with children and young people including; confidentiality and information sharing, the provision of services, the rights of children, anti-discriminatory practice, informed consent, child protection and the importance of working in partnership with those who care for children and young people
4. the nature, extent and boundaries of your role and its relationship to others in the organisation
5. the roles of other health and social care practitioners and how they relate between and across agencies
6. the legal framework for consent in childhood, including when children and young people are entitled to give consent themselves, and the role and responsibility of those with parental responsibility for the child or young person in giving consent
7. the use of effective questioning and listening methods and techniques
8. the information individuals are likely to need in order to be able to manage their condition
9. how to demonstrate procedures and provide information in different ways appropriate to different individuals
10. your own values, attitudes and beliefs and how these may impact on your work
11. the policies and protocols for referral to additional specialist support

12.the main conditions affecting individuals in your area of work

## PERFORMANCE CRITERIA

You must be able to do the following:

- 1.introduce yourself and your role if you are not known to the individuals
- 2.communicate clearly, using methods appropriate to age, level of understanding, cultural background, cognitive ability and preferred format
- 3.use sensitive questioning techniques to establish the child's/ young person's understanding of their condition and factors likely to affect their ability to self-manage
- 4.provide opportunities for the individual to ask questions and request advice and information
- 5.demonstrate techniques required for self management of the condition, as appropriate and including health and safety requirements and the importance of infection control
- 6.answer any questions clearly, checking understanding and addressing any misconceptions
- 7.stress the importance of following instructions, procedures and regular routines for self care
- 8.discuss any changes or adaptations to lifestyle that may be required to improve outcomes and explain the benefits of making such changes
- 9.refer the individual to other sources of information and advice, including:
  - 1.self help groups
  - 2.other professionals
  - 3.written information
  - 4.support groups and networks
  - 5.electronic information
- 10.ensure the individual and those who care for them have contact details to access ongoing support and assistance
- 11.understand how to empower children and young people to take on appropriate management of their condition through informed decision-making and risk awareness

## 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