END01 Communicate and relate to individuals during endoscopic procedures

OVERVIEW

This standard covers communicating and relating to individuals, at any time during the provision of endoscopic procedures. Any communication difficulties have to be taken into account when deciding how best to interact with people. It is important to establish a rapport with the individuals undergoing endoscopic procedures, and identify any signs of distress or anxiety. Communication is important in providing information, but it is also about listening to what people have to say.

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 effects of communication difficulties on the provision of services to individuals, and role of carers and others in facilitating communication
2. the services available for dealing with communication issues, and types of communication aid that are available
3. the effects of sedation on memory
4. the ethics and responsibilities of practitioners, and relevant professional bodies, codes of conduct, and guidelines
5. evidence-based practice and its role in improving care
6. the legislation relating to the
   1. role of practitioners and clinical practice
   2. health and safety
   3. the care of individuals, include impact of the Human Rights Act
   4. freedom of information and data protection
7. government and organisational policies relating to the provision of endoscopy
8. legislation and legal processes relating to consent
9. the principles of informed consent, including implied consent and expressed consent
10. the process and timing for obtaining informed consent during endoscopic
11. the relevant national and organisational policies and guidelines on consent
12. statutory statements, living wills, advanced directives, and other expressions of an individual’s wishes
13. the admission and discharge procedures for endoscopic procedures
14. the endoscopic procedures, equipment, and sedation that are used
15. the guidelines, precautions, and information offered to individuals undergoing endoscopic procedures
16. the stages of care and the roles of practitioners during endoscopic procedures
17. the needs of individuals and carers, including issues relating to dignity, confidentiality, and privacy
18. the role, responsibilities, needs, and relationships between individuals and carers
19. the services and assistance that the individual and their carers should be entitled to
20. the type of information that is most useful to individuals and their carers, their rights to obtain it, and how they can access it
21. how individuals and carers respond to endoscopic procedures
22. national and local policies and guidelines relating to the management and effective use of endoscopy resources
23. organisational management structures, roles, and responsibilities
24. procedures, protocols, and pathways for liaising with individuals, carers, practitioners, departments, and agencies
25. record keeping systems and policies
26. how to provide feedback on services
27. methods for developing rapport with individuals
28. the expectations of individuals, and how to empower individuals to take responsibility for their own actions
29. methods to establish and maintain the confidence of individuals in endoscopic procedures
30. the coping strategies employed by individuals and carers
31. the methods of terminating relationships when individuals are discharged
32. the procedures and methods relating to the coordination of inter-disciplinary and multi-disciplinary teams within and across services
33. the role of different types of practitioners and agencies in providing an endoscopy service
34. the services provided by relevant national, local, and voluntary social and health care agencies

**PERFORMANCE CRITERIA**

You must be able to do the following:

1. respect the individual’s rights and wishes relating to their consent, privacy, beliefs, and dignity
2. discuss with the individual the role and responsibilities of the service and practitioners, and the individual and their carers
3. identify any communication difficulties with the individual, and agree the use of communication aids if required
4. ensure that the environment for communication is suitable for the purpose of the communication
5. ensure that the interaction is appropriate to the individual, the purpose of the communication, and any communication difficulties
6. enable the individual to ask questions and to seek clarification on any issues relating to the endoscopic procedure
7. establish a rapport with the individual, and respond sensitively and honestly to any issues raised
8. identify any signs of distress or anxiety from the individual and their carers that have the potential to escalate into violent or disruptive behaviour, and take appropriate action
9. provide clear and accurate information on organisational procedures and how to contact the service to obtain assistance if required
10. agree the most appropriate communication methods to maintain contact with the individual
11. keep accurate, legible, and complete records, and comply with all the relevant legal, professional, and organisational requirements and guidelines.

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