

SCDHSC0419

Provide advice and information to those who enquire about health and social care services



Overview

This standard identifies the requirements when you provide advice and information about health and social care services. This includes establishing the enquirer's specific requirements and providing advice and information which addresses those requirements. It also includes reflecting on your interaction with the enquirer to ensure you continuously improve your practice.

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Performance criteria

Determine enquirers' requirements for advice and information about health and social care services

You must be able to:

- P1 ensure your interaction with the **enquirer** shows respect for their individuality, their dignity and their right to make decisions about their own lives
- P2 explain to the enquirer who you are, your role in providing **advice and information** and the name and nature of the organisation you are representing
- P3 explain your organisation's policy on confidentiality and record keeping
- P4 support the enquirer to express their requirements for advice and information
- P5 clarify your understanding of the nature and purpose of the enquiry
- P6 make an assessment of the enquirer's requirements and confirm this with them
- P7 assess the enquirer's level of distress and the urgency of the enquiry
- P8 respond appropriately to any immediate distress
- P9 explain clearly the kinds of advice and information which you are able to provide
- P10 refer the enquirer to alternative or additional sources of advice and information as appropriate to their enquiry

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You must be able to:

- P11 ensure the advice and information you provide is accurate, complete, within your competence and relevant to the stated requirements
- P12 ensure the advice and information you provide is consistent with the requirements of legislation and organisational policy
- P13 refer the enquirer appropriately if they require advice and information that is beyond your competence
- P14 communicate clearly and in a manner which demonstrates respect for the enquirer and their enquiry
- P15 actively listen to the enquirer's reactions to the advice and information you provide, taking steps to clarify and confirm that their needs have been met
- P16 offer referrals to additional or alternative sources of advice and information as relevant to the enquiry
- P17 respond positively to additional enquiries raised by the enquirer in response to the advice and information you provide

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- P18 seek appropriate advice and guidance when you are unable to deal with an enquiry
- P19 complete or update records on the nature and outcome of the enquiry in line with legal and work setting requirements, ensuring they contain only the information necessary for the record's purpose
- P20 maintain the confidentiality of information received from the enquirer and share information only with those who have the right and need to know

Use reflective practice to evaluate your interaction with the individual

You must be able to:

- P21 take opportunities to reflect on your communication with and reactions to the enquirer
- P22 use your reflections to evaluate your own practice
- P23 plan how to apply what you learn from the evaluation in your future practice

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Knowledge and understanding

You need to know and understand:

Rights

- K1 legal and work setting requirements on equality, diversity, discrimination and rights
- K2 your role in promoting individuals' rights, choices, wellbeing and active participation
- K3 your duty to report any acts or omissions that could infringe the rights of individuals
- K4 how to deal with and challenge discrimination
- K5 the rights that individuals have to make complaints and be supported to do so
- K6 conflicts and dilemmas that may arise in relation to rights and how to address them

Your practice

You need to know and understand:

- K7 legislation, statutory codes, standards, frameworks and guidance relevant to your work, your work setting and the content of this standard
- K8 your own background, experiences and beliefs that may have an impact on your practice
- K9 your own roles, responsibilities and accountabilities with their limits and boundaries
- K10 the roles, responsibilities and accountabilities of others with whom you work
- K11 how to access and work to procedures and agreed ways of working
- K12 the meaning of person-centred/child centred working and the importance of knowing and respecting each person as an individual
- K13 the prime importance of the interests and well-being of the individual
- K14 the individual's cultural and language context
- K15 how to build trust and rapport in a relationship
- K16 how your power and influence as a worker can impact on relationships
- K17 how to work in ways that promote active participation and maintain individuals' dignity, respect, personal beliefs and preferences
- K18 how to work in partnership with individuals, key people and others

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- K19 how to manage ethical conflicts and dilemmas in your work
- K20 how to challenge poor practice
- K21 how and when to seek support in situations beyond your experience and expertise

Theory

You need to know and understand:

- K22 the nature and impact of **factors that may affect the health, wellbeing and development of individuals** you care for or support
- K23 theories underpinning our understanding of human development and factors that affect it

Personal and professional development

You need to know and understand:

- K24 principles of reflective practice and why it is important
- K25 your role in developing the professional knowledge and practice of others
- K26 how to promote evidence based practice

Communication

You need to know and understand:

- K27 factors that can affect communication and language skills and their development in children, young people adults
- K28 methods to promote effective communication and enable individuals to communicate their needs, views and preferences

Health and Safety

You need to know and understand:

- K29 legal and statutory requirements for health and safety
- K30 your work setting policies and practices for monitoring and maintaining health, safety and security in the work environment
- K31 practices for the prevention and control of infection in the context of this standard

Safe-guarding

You need to know and understand:

- K32 legislation and national policy relating to the safe-guarding and protection of children, young people and adults
- K33 the responsibility that everyone has to raise concerns about possible harm or abuse, poor or discriminatory practices
- K34 indicators of potential harm or abuse
- K35 how and when to report any concerns about abuse, poor or discriminatory practice, resources or operational difficulties

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- K36 what to do if you have reported concerns but no action is taken to address them
- K37 local systems and multi-disciplinary procedures that relate to safeguarding and protection from harm or abuse

Multi-disciplinary working

You need to know and understand:

- K38 the purpose of working with other professionals and agencies
- K39 the remit and responsibilities of other professionals and agencies involved in multi-disciplinary work

Handling information

You need to know and understand:

- K40 legal requirements, policies and procedures for the security and confidentiality of information
- K41 legal and work setting requirements for recording information and producing reports
- K42 principles of confidentiality and when to pass on otherwise confidential information
- K43 how to record written information with accuracy, clarity, relevance and an appropriate level of detail
- K44 how and where electronic communications can and should be used for communicating, recording and reporting

Leading practice

You need to know and understand:

- K45 standards of practice, service standards and guidance relating to the work setting
- K46 national and local initiatives to promote the well-being of individuals
- K47 lessons learned from government reports, research and inquiries into serious failures of health or social care practice and from successful interventions
- K48 techniques for problem solving and innovative thinking

Specific to this NOS

You need to know and understand:

- K49 why the ability to listen effectively is important
- K50 where and how to obtain information about the range of needs that may affect individuals and the health and social care services relevant to these
- K51 the range of needs that may affect individuals and how to recognise them

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- K52 how to recognise the sort of information and advice that individuals may be trying to request when they may not have the terminology, confidence or skill to give an accurate specification
- K53 the roles and responsibilities of different types of health and social care service provider and practitioner
- K54 the need for services to have well presented and accessible information, policies and procedures
- K55 how to access health and social care services relevant to the needs of the individual
- K56 methods of communicating clearly and effectively
- K57 how to recognise and respond to different levels of distress
- K58 the purpose of confirming information with individuals and reflecting it back
- K59 the importance of being aware of your own competence in providing advice and information and recognising when a request may exceed that competence
- K60 reasons why you may not be able to deal with an enquiry and the appropriate action to take in response to these

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Additional Information

Scope/range related to performance criteria

The details in this field are explanatory statements of scope and/or examples of possible contexts in which the NOS may apply; they are not to be regarded as range statements required for achievement of the NOS.

Note: Where an individual finds it difficult or impossible to express their own preferences and make decisions about their life, achievement of this standard may require the involvement of advocates or others who are able to represent the views and best interests of the individual.

Where there are language differences within the work setting, achievement of this standard may require the involvement of interpreters or translation services.

Advice and information you provide will be in relation to types of health and social care needs and the sorts of services that may be best suited to them; the nature of services provided; how to access services provided. The advice and information you give will be within your area of competency. The **enquirer** may include individuals, carers, colleagues, or other professionals. The enquirer may be an advocate, translator or interpreter asking on behalf of an individual or carer. The enquiry may be received face to face or by telephone, email, fax or letter.

Scope/range related to Knowledge and Understanding

The details in this field are explanatory statements of scope and/or examples of possible contexts in which the NOS may apply; they are not to be regarded as range statements required for achievement of the NOS.

All knowledge statements must be applied in the context of this standard.

Factors that may affect the health, wellbeing and development of individuals may include adverse circumstances or trauma before or during birth; autistic spectrum conditions; dementia; family circumstances; frailty; harm or abuse; injury; learning disability; medical conditions (chronic or acute); mental health; physical disability; physical ill health; poverty; profound or complex needs; sensory needs; social deprivation; substance misuse

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