SCDHSC0041
Maintain effective communication systems and practice

Overview
This standard identifies the requirements when maintaining effective systems and practice for communication in settings where individuals are cared for or supported. This includes modelling practice that promotes person centred communication systems, adapting your own communication in a range of situations and leading the implementation and improvement of systems that promote effective communication. The standard also identifies how to maintain effective practice in communication through the use of recording and reporting.
Model practice that promotes person centred communication systems

You must be able to:

P1 promote a culture of active participation that enables individuals, key people and others to communicate their preferences and needs

P2 ensure that a person centred/child centred approach is used when you and others communicate with individuals and key people

P3 review the communication and language preferences and needs of individuals with whom you and others work

P4 evaluate factors which may present barriers to communication and participation

P5 support others to understand and overcome barriers to individuals’ communication and participation

P6 support others to understand the potential impact of communication styles and methods on short, medium and long-term goals for individuals

P7 support individuals to engage with maximum participation when communicating their decisions about actions and risks affecting their lives

Adapt your own communication in a range of situations

You must be able to

P8 develop and use different methods, styles and skills to communicate and engage with individuals and key people

P9 modify the content and structure of your own communication to take account of the purpose of the communication

P10 modify the content and structure of your communication to meet the needs and concerns of individuals and key people

P11 change or adapt environments to improve communication and participation

P12 communicate in ways that respect the rights, views and concerns of individuals and key people, using the individuals’ preferred methods of communication and language

Lead the implementation of effective communication systems

You must be able to

P13 use a range of skills, systems and methods to promote effective communications between your team and individuals, key people and others

P14 work with others to promote effective communication through the use of specific aids or extra support according to individual preferences and needs

P15 support others to change or adapt environments to improve
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You must be able to

改善沟通系统的有效性

P19 支持积极参与个人在评估沟通系统的有效性的

P20 同意用于评估沟通系统的收集信息，并在需要时做出可用

P21 评估沟通系统的有效性，支持个人和关键人员

P22 评估沟通系统的有效性，促进一体化合作伙伴关系

P23 评估沟通系统的有效性，响应意见和投诉

P24 制作评估信息可在可访问的版本和适当的时间进行评估决策

P25 根据收集的评估信息和其他证据提出改进沟通系统的建议

P26 改变系统，以实现更有效的沟通，其中的改变在您的专业和责任范围内

P27 查询信息，当所需改变超出您的专业和责任范围时

确保使用记录和报告进行有效沟通

You must be able to

P28 使用法律、工作环境和跨机构政策和程序

P29 为获取和完成记录和报告

P30 提供证据，您的判断和决定应包含在记录和报告，包括其中基于意见

P31 记录证据，该证据澄清和支持您的判断和决定

P32 记录证据，该证据冲突您的判断和决定

P33 制作记录和报告，其中包含最佳实践、积极成就和结果

P34 制作记录和报告，其中包含最佳实践、积极成就和结果
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P34 produce records and reports that are accurate, concise, objective, understandable and legible
P35 ensure that information in records and reports is accessible to individuals and in a form appropriate to their communication needs and preferences
P36 where records and reports are to be used for decision-making, confirm their accuracy and the accuracy of accompanying evidence with all those they concern
P37 secure any signatures that are required
P38 document any conflicts, disagreements, unmet needs or risks associated with recording and reporting
P39 encourage those who use your records and reports to discuss feedback with you
P40 take action in response to feedback from those who use your records and reports
P41 ensure records and reports are stored and shared within confidentiality agreements and according to legal, work-setting and inter-agency agreements and requirements
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Knowledge and understanding

Rights

**You need to know and understand:**

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
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
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### Theory

<table>
<thead>
<tr>
<th>You need to know and understand:</th>
<th>K22</th>
<th>the nature and impact of <strong>factors that may affect the health, wellbeing and development of individuals</strong> you care for or support</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>K23</td>
<td>theories underpinning our understanding of human development and factors that affect it</td>
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</tbody>
</table>

### Personal and professional development

<table>
<thead>
<tr>
<th>You need to know and understand:</th>
<th>K24</th>
<th>principles of reflective practice and why it is important</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>K25</td>
<td>your role in developing the professional knowledge and practice of others</td>
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<td></td>
<td>K26</td>
<td>how to promote evidence based practice</td>
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### Communication

<table>
<thead>
<tr>
<th>You need to know and understand:</th>
<th>K27</th>
<th>factors that can affect communication and language skills and their development in children, young people and adults</th>
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</thead>
<tbody>
<tr>
<td></td>
<td>K28</td>
<td>methods to promote effective communication and enable individuals to communicate their needs, views and preferences</td>
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### Health and Safety

<table>
<thead>
<tr>
<th>You need to know and understand:</th>
<th>K29</th>
<th>legal and statutory requirements for health and safety</th>
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<tbody>
<tr>
<td></td>
<td>K30</td>
<td>your work setting policies and practices for monitoring and maintaining health, safety and security in the work environment</td>
</tr>
<tr>
<td></td>
<td>K31</td>
<td>practices for the prevention and control of infection in the context of this standard</td>
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### Safe-guarding

<table>
<thead>
<tr>
<th>You need to know and understand:</th>
<th>K32</th>
<th>legislation and national policy relating to the safe-guarding and protection of children, young people and adults</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>K33</td>
<td>the responsibility that everyone has to raise concerns about possible harm or abuse, poor or discriminatory practices</td>
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<td></td>
<td>K34</td>
<td>indicators of potential harm or abuse</td>
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<td></td>
<td>K35</td>
<td>how and when to report any concerns about abuse, poor or discriminatory practice, resources or operational difficulties</td>
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<td></td>
<td>K36</td>
<td>what to do if you have reported concerns but no action is taken to address them</td>
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<tr>
<td></td>
<td>K37</td>
<td>local systems and multi-disciplinary procedures that relate to safeguarding and protection from harm or abuse</td>
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</tbody>
</table>

### Multi-disciplinary working

| You need to know and understand: | K38 | the purpose of working with other professionals and agencies |
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You need to know and understand:

K39 the remit and responsibilities of other professionals and agencies involved in multi-disciplinary work

Handling information

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 theories about leadership
K46 standards of practice, service standards and guidance relating to the work setting
K47 national and local initiatives to promote the well-being of individuals
K48 lessons learned from government reports, research and inquiries into serious failures of health or social care practice and from successful interventions
K49 methods of supporting others to work with and support individuals, key people and others
K50 how to contribute to the development of systems, practices, policies and procedures
K51 techniques for problem solving and innovative thinking

Risk management

You need to know and understand:

K52 principles of risk assessment and risk management
K53 principles of positive risk-taking

Specific to this NOS

You need to know and understand:

K54 how and where to access literature, information and support to inform how you lead practice for communication and communication systems
K55 evidence and knowledge based theories and models of good practice about communication, including barriers and how to overcome them
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<tr>
<td>K56</td>
<td>how communication abilities and differences can affect the identity, self-esteem and self-image of individuals</td>
</tr>
<tr>
<td>K57</td>
<td>features of multi-disciplinary and inter-agency communication</td>
</tr>
<tr>
<td>K58</td>
<td>how different philosophies, principles, priorities and codes of practice can affect partnership working</td>
</tr>
<tr>
<td>K59</td>
<td>methods of supporting individuals to communicate their preferences, views and feelings</td>
</tr>
<tr>
<td>K60</td>
<td>the range of skills, styles and methods that promote good practice in communication</td>
</tr>
<tr>
<td>K61</td>
<td>the range of specialist support and equipment that can assist the communication of individuals with specific communication needs</td>
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<tr>
<td>K62</td>
<td>communication systems, structures and practice and how to evaluate and improve them</td>
</tr>
<tr>
<td>K63</td>
<td>the different types of data that can be used within reports and records and which are best for records or reports you need to access, complete, use and develop</td>
</tr>
<tr>
<td>K64</td>
<td>the use of evidence, fact and knowledge-based opinion in records and reports and why it is important to differentiate between these and make clear the source of evidence</td>
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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.

**Active participation** is a way of working that regards individuals as active partners in their own care or support rather than passive recipients. Active participation recognises each individual’s right to participate in the activities and relationships of everyday life as independently as possible.

**Barriers to communication** may include those relating to the physical environment; to interpersonal relationships and the emotional environment; to working practices; to the availability of resources including human or other aids or assistance; to the limitations of your own or other people’s communication skills or attentiveness; to cultural contexts; to the specific circumstances of the individual including disability, disadvantage, anxiety or distress.

To **communicate** may include using the individual’s preferred spoken language; the use of signs; the use of symbols or pictures, writing, objects of reference, communication passports; the use of touch; other non verbal forms of communication; human and technological aids to communication.

**Evidence** may be based on research; knowledge; quantitative data; qualitative data; facts (times, dates, age, information about conditions etc). Your own opinion should be informed by practice and knowledge and should not go beyond your competence.

The **individual** is the adult, child or young person you support or care for in your work.

**Key people** are those who are important to an individual and who can make a difference to his or her well-being. Key people may include family, friends, carers and others with whom the individual has a supportive relationship.

**Others** are your colleagues and other professionals whose work contributes to the individual’s well-being and who enable you to carry out your role.

**Person centred/child centred** approaches are those that fully recognise the uniqueness of the individual and establish this as the basis for planning and delivery of care and support.

**Policies and procedures** are formally agreed and binding ways of working.
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that apply in many settings. Where policies and procedures do not exist, the
term includes other agreed ways of working.
Specific aids enable individuals with speaking, sight or hearing difficulties,
additional needs or learning disabilities to receive and respond to information
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**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 statement 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** may include adverse circumstances or trauma before or during birth; autistic spectrum disorder; 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

**Values**

Adherence to codes of practice or conduct where applicable to your role and the principles and values that underpin your work setting, including the rights of children, young people and adults. These include the rights:

- To be treated as an individual
- To be treated equally and not be discriminated against
- To be respected
- To have privacy
- To be treated in a dignified way
- To be protected from danger and harm
- To be supported and cared for in a way that meets their needs, takes account of their choices and also protects them
- To communicate using their preferred methods of communication and language
- To access information about themselves
## Developed by
Skills for Care and Development

## Version number
1

## Date approved
March 2012

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August 2014

## Validity
current

## Status
original

## Originating organisation
Skills for Care and Development

## Original URN
HSC41

## Relevant occupations
Health, Public Services and Care; Health and Social Care; Associate Professionals and Technical Occupations; Health and Social Services Officers; Health Associate Professionals; Personal Service Occupations; Healthcare and Related Personal Services

## Suite
Health and Social Care

## Key words
identify, develop, evaluate, record