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.

SCDHSC0041
Maintain effective communication systems and practice

Performance criteria

You must be able to:

Model practice that promotes person centred communication systems

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

communication and participation

P16   work with individuals, key people and others to understand differing views and opinions

P17   work with individuals, key people and others to address differences

P18   develop an environment in which others are able to discuss their progress and share any concerns or challenges they are facing

Improve the effectiveness of communication systems

You must be able to

P19   support the active participation of individuals in evaluating the effectiveness of communication systems

P20   agree the information to be collected for evaluating communication systems and when it needs to be made available

P21   evaluate the effectiveness of communication systems in supporting individuals and key people

P22   evaluate the effectiveness of communication systems in promoting integrated partnership working

P23   evaluate the effectiveness of communication systems in responding to comments and complaints

P24   make evaluation information available in accessible forms and at appropriate times for it to inform decision-making activities

P25   make recommendations for improvements to communication systems based on the evaluation information collected and other **evidence**

P26   change systems to enable more effective communication between individuals, key people and others, where the changes are within the scope of your expertise and responsibility

P27   seek information and advice where changes required are outside the scope of your expertise and responsibility

Ensure effective practice in the use of records and reports for communication

You must be able to

P28   use legal, work-setting and inter-agency **policies and procedures** for accessing and completing records and reports

P29   clarify for others the legal, work-setting and inter-agency policies and procedures for accessing and completing records and reports

P30   provide evidence for your judgements and decisions within records and reports, including where this is based on informed opinion

P31   record evidence which clarifies and supports your judgements and decisions

P32   record evidence which conflicts with your judgements and decisions

P33   produce records and reports that encompass best practice, positive achievements and outcomes for individuals

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

SCDHSC0041
Maintain effective communication systems and practice

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

SCDHSC0041

Maintain effective communication systems and practice

Theory

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

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

K27   factors that can affect communication and language skills and their development in children, young people and adults

K28   methods to promote effective communication and enable individuals to communicate their needs, views and preferences

Health and Safety

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

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

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

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

	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

	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

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

Specific to this NOS

	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

K56   how communication abilities and differences can affect the identity, self-esteem and self-image of individuals

K57   features of multi-disciplinary and inter-agency communication

K58   how different philosophies, principles, priorities and codes of practice can affect partnership working

K59   methods of supporting individuals to communicate their preferences, views and feelings

K60   the range of skills, styles and methods that promote good practice in communication

K61   the range of specialist support and equipment that can assist the communication of individuals with specific communication needs

K62   communication systems, structures and practice and how to evaluate and improve them

K63   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

K64   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

SCDHSC0041
Maintain effective communication systems and practice

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

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

SCDHSC0041
Maintain effective communication systems and practice

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

SCDHSC0041
Maintain effective communication systems and practice

Developed by	Skills for Care and Development
Version number	1
Date approved	March 2012
Indicative review date	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