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## Overview

This standard covers gathering information to support and inform the assessment of the health status and needs of an individual.

Users of this standard will need to communicate effectively to meet individuals' needs and wishes and work in line with health and safety legislation, policy and practices.

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## Performance criteria

### *You must be able to:*

P1. identify and agree the roles and responsibilities of yourself and others in obtaining supporting information to inform the assessment of an individual

P2. provide support to the individual, ensuring that you respect their rights and wishes relating to their privacy, beliefs and dignity

P3. explain your role and the information you need

P4. check and confirm whether any relevant others acting as the source of information has the authority to:

- provide you with relevant information about the individual
- provide informed consent where the individual is unable to do so directly

P5. establish consent and access information on obtaining supporting information to inform the assessment of an individual

P6. obtain details of the individual's prior health status and circumstances over a sufficient period of time to inform assessment, in accordance with the individual's presenting symptoms

P7. use appropriate questions to explore, clarify and confirm any unusual or ambiguous information

P8. check and confirm that the information is reliable, current and relates to the individual

P9. support the assessment with as complete and accurate a picture of the individual as possible

P10. treat all information provided to you as confidential in accordance with organisational policy and practice

P11. complete all documentation required for obtaining supporting information to inform the assessment of an individual

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## Knowledge and understanding

### *You need to know and understand:*

- K1. how to access and interpret all relevant work instructions, legislation, guidelines, policies, procedures and protocols needed to obtain supporting information to inform the assessment of an individual
- K2. the scope and limitations of your own competence, responsibilities and accountability as it applies to your job role
- K3. specific procedures for reporting issues which are beyond your competence, responsibilities and accountability
- K4. the principles, practice and procedures associated with informed consent
- K5. the needs of individuals including issues relating to dignity, confidentiality, and privacy
- K6. what evidence you should seek to demonstrate a third party's ability and authority to provide information about an individual
- K7. the ways an individual's belief system can influence their willingness to share personal information with you or others and why it is important that you respect these views
- K8. the reasons why your role and responsibilities should always be explained when taking information
- K9. the information that needs to be gathered and why this is necessary
- K10. why information needs to be gathered over a sufficient period of time and how this might vary from context to context
- K11. the steps you would take to try to clarify and confirm any information which is ambiguous or missing from an individual's or third party's narrative
- K12. what sort of information it would be important to capture about the circumstances leading up to an individual requiring medical assistance

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K13. how to complete and safely store all relevant documentation in accordance with organisational requirements

SFHEUSC02

Obtain supporting information to inform the assessment of an individual



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**Relevant Occupations** Health and Social Care, Health and Social Services Officers, Health Associate Professionals, Health Professionals, Health, Public Services and Care, Healthcare and Related Personal Services

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**Suite** Emergency, Urgent and Scheduled Care

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