

Overview

This standard covers supporting individuals during and after a healthcare procedure. This standard is applicable to a wide range of health contexts and roles in emergency, primary and secondary care. It may include individuals in conscious or unconscious states.

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.

Performance criteria

You must be able to:

- P1. identify and agree the roles and responsibilities of yourself and others in supporting individuals undergoing healthcare procedures
- P2. confirm identity of the individual in accordance with organisational procedures
- P3. establish consent and access information on supporting individuals undergoing healthcare procedures
- P4. identify the nature of support that the individual needs and respect their privacy, dignity, wishes and beliefs when working with them
- P5. ensure the individual is positioned correctly for the procedure and where appropriate assist the individual to move into the required position
- P6. support and monitor the individual during and following the procedure and respond to their needs in accordance with organisational procedures
- P7. ensure the individual is provided with the appropriate facilities and support for the period of recovery from the procedure
- P8. inform individuals and relevant others of the next steps and where appropriate any arrangements for transport and escorts when these services are required
- P9. complete all relevant documentation required for supporting individuals undergoing healthcare procedures

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 support individuals undergoing healthcare procedures
- 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 and carers including issues relating to dignity, confidentiality, and privacy
- K6. how to obtain positive confirmation of an individual's identity in accordance with organisational procedures
- K7. the types and levels of support and assistance individuals may require during and following the procedure and the roles and responsibilities of other team members
- K8. correct positioning of the individual for the procedure and the importance of ensuring this is maintained
- K9. the importance of keeping the individual informed about what you are doing, the nature of the procedure concerned and when to refer queries to other health professionals
- K10. methods and techniques for reassuring individuals who are stressed or anxious
- K11. the concerns and worries that individuals may have in relation to some procedures and appropriate ways of responding to these concerns
- K12. the range of associated medical equipment and devices, their purpose and correct use within your work environment
- K13. specific protection/precautionary measures / restrictions appropriate to the procedure being carried out, how they should be applied and the implications and consequences of not doing so
- K14. relevant clinical information to the procedure being undertaken
- K15. signs and symptoms of adverse reactions or contraindications to the activity being performed
- K16. the aftercare required following the procedure
- K17. the importance of and reasons for post procedural instructions and the implications of the individual not understanding these or these not being delivered

K18. problems which may occur during and following the procedure and the appropriate action to take in response,

K19. how to complete and safely store all relevant documentation in accordance with organisational requirements

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Support individuals undergoing healthcare procedure

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