Overview

This standard covers interacting with individuals using telecommunications. This involves establishing interactions with individuals using telecommunications, sustaining interactions with individuals using telecommunications, and ending interactions with individuals using telecommunications. The emphasis is on supportive interactions rather than providing a general advice service.

Users of this standard will need to ensure that practice reflects up to date information and policies.
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Performance criteria

You must be able to:

P1 respond to individuals promptly according to organisational policies
P2 identify any constraints on individuals and the circumstances in which the interaction is being made
P3 provide information about the service and confirm its appropriateness to the
P4 encourage individuals to share their concerns and to focus on their requirements
P5 assess whether there is any risk or dangers facing the individual, and take appropriate action to deal with it
P6 provide suitable opportunities for individuals to sustain the interaction
P7 encourage individuals to provide additional information on their situation or
P8 respond to individuals' immediate requirements at each stage during the interaction
P9 provide suitable indications to reassure individuals of continued interest
P10 identify any signs of increased stress during interactions and establish their significance
P11 provide clear information on the requirement to end the interaction
P12 end interactions according to the guidelines and procedures of your organisation
P13 identify situations where it would be dangerous or disadvantageous to the interest of the individual to terminate the interaction
P14 take the appropriate action to resolve dangerous situations
P15 ensure you have recorded and checked the individual's demographic details where this is required before ending/transferring the call
P16 where you are providing a confidential service, ensure the anonymity of individuals, self, and colleagues is maintained according to the procedures of the service
P17 record details of interactions in the appropriate systems
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Knowledge and understanding
You need to know and understand:

K1  the rights of individuals with whom you come into contact
K2  legal and organisational requirements and policies requirements relevant to the functions being carried out
K3  why it is important to comply with different requirements
K4  how to obtain information on the requirements
K5  the procedures of the organisation in relation to anonymity
K6  the systems for recording interactions
K7  why it is important to use the systems
K8  what are the procedures for welcoming individuals
K9  how to use different types of telecommunication technology
K10 how to encourage individuals to stay connected
K11 what are the potential circumstances of the individuals
K12 what information about the service should be provided
K13 who can be assisted by the service
K14 how to encourage individuals without face to face interaction
K15 what type of risks or dangers might different individuals face
K16 what action should be taken to deal with different risks or dangers
K17 what type of interactions occur
K18 what opportunities should be made available to individuals to sustain the interaction
K19 what type of information should be obtained
K20 why it is important to respond at regular intervals
K21 why it is important to provide individuals with opportunities to speak without interruption
K22 how to use the anonymity of individuals to assist them to speak, where this is appropriate
K23 the signs of increased stress in individuals
K24 the significance of any signs of stress
K25 the types of problem that could occur
K26 what actions can be taken to address them
K27 why it is important to address problems
K28 when should interactions be ended
K29 what are the reasons for ending an interaction
K30 what further actions could be taken
K31 the importance of obtaining full demographic details
K32 why it is important to maintain anonymity
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Additional Information

External Links
This standard links with the following dimension within the NHS Knowledge and Skills Framework (October 2004):

Dimension: Core 1 Communication
### SFHGEN21

**Interact with individuals using telecommunications**

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