

SCDHSC0242

Deal with messages and information



Overview

This standard identifies the requirements when you receive, process, record and pass on messages and when you respond to requests for information.

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Performance criteria

Process messages received

You must be able to:

- P1 receive **messages** in written, verbal and other **forms of communication** from **individuals, key people and others**
- P2 identify the urgency of messages
- P3 ensure that urgent messages are dealt with immediately
- P4 process messages in accordance with legal and work setting requirements
- P5 seek help where you are unable to process messages because of their complexity, clarity, form of communication or language
- P6 record messages accurately, confidentially and in accordance with legal and work setting requirements
- P7 access any records and reports needed in relation to messages
- P8 file any records and reports correctly when you return them in accordance with legal and work setting requirements
- P9 use appropriate procedures to file, store and share messages in accordance with legal and work setting requirements
- P10 take appropriate action to resolve difficulties you have had in receiving and recording messages

Pass on messages

You must be able to:

- P11 identify who needs to be informed of messages received and processed
- P12 seek clarification when you are unsure to whom you need to pass on messages
- P13 pass on messages in accordance with instructions, their degree of urgency and legal and work setting requirements
- P14 use appropriate forms of communication for passing on messages to individuals, key people and others within and outside your work setting
- P15 report on what you have done with messages in accordance with legal and work setting requirements
- P16 report promptly any difficulties you have in passing on messages to the appropriate people or organisations

Respond to requests for information

You must be able to:

- P17 respond to requests for **information** in accordance with instructions and legal and work setting requirements
- P18 respond to requests for information using appropriate forms of communication and language

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- P19 seek help if you cannot deal with a request for information because of the complexity of the request or confidentiality issues
- P20 access any records and reports needed in relation to requests for information
- P21 file any records and reports correctly when you return them in accordance with legal and work setting requirements
- P22 use appropriate procedures to file, store and share requests for information in accordance with legal and work setting requirements
- P23 report on how you have dealt with requests for information, in accordance with legal and work setting requirements
- P24 report on the actions taken when you are unable to deal with a request for information, in accordance with legal and work setting requirements

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Knowledge and understanding

Rights

You need to know and understand:

- K1 work setting requirements on equality, diversity, discrimination and rights
- K2 your duty to report anything you notice people do, or anything they fail to do, that could obstruct individuals' rights
- K3 the actions to take if you have concerns about discrimination
- K4 the rights that individuals have to make complaints and be supported to do so

How you carry out your work

You need to know and understand:

- K5 codes of practice, standards, frameworks and guidance relevant to your work and the content of this standard
- K6 the main items of legislation that relate to the content of this standard within your work role
- K7 your own background, experiences and beliefs that may affect the way you work
- K8 your own roles and responsibilities with their limits and boundaries
- K9 who you must report to at work
- K10 the roles and responsibilities of other people with whom you work
- K11 how to find out about procedures and agreed ways of working in your work setting
- K12 how to make sure you follow procedures and agreed ways of working
- K13 the prime importance of the interests and well-being of the individual
- K14 how to work in ways that build trust with people
- K15 how to work in partnership with people
- K16 what you should do when there are conflicts and dilemmas in your work
- K17 how and when you should seek support in situations beyond your experience and expertise

Communication

You need to know and understand:

- K18 factors that can have a positive or negative effect on the way people communicate
- K19 different methods of communicating

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Personal and professional development

You need to know and understand:

- K20 why it is important to reflect on how you do your work
- K21 how to use your reflections to improve the way you work

Safe-guarding

You need to know and understand:

- K22 the duty that everyone has to raise concerns about possible harm or abuse, poor or discriminatory practices
- K23 signs and symptoms of harm or abuse
- K24 how and when to report any concerns about abuse, poor or discriminatory practice, resources or operational difficulties
- K25 what to do if you have reported concerns but no action is taken to address them

Handling information

You need to know and understand:

- K26 legal requirements, policies and procedures for the security and confidentiality of information
- K27 work setting requirements for recording information and producing reports including the use of electronic communication
- K28 what confidentiality means
- K29 how to maintain confidentiality in your work
- K30 when and how to pass on information

Specific to this NOS

You need to know and understand:

- K31 actions to take when messages and information are received on any changes in the conditions and circumstances of individuals
- K32 principles involved in the sharing, storing, retrieving and security of information, records and reports
- K33 why records which are confidential should be marked to indicate this
- K34 why it is important to accurately record information received and file records again correctly after use
- K35 why it is important to take messages accurately and the potential effects of not so doing
- K36 why it is important to take account of the importance and urgency of each message
- K37 the different purposes for which information may be required and the degree of detail necessary for these different purposes
- K38 how to manage sensitive information
- K39 the sort of problems which may arise during the maintenance,

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- storage and retrieval of records and the reasons for reporting these without delay
- K40 methods of modifying communications appropriate to the individual concerned
- K41 the different methods of obtaining information and those which are appropriate to different circumstances and/or different information
- K42 ways of refusing to provide information whilst remaining polite and helpful

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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.

Forms of communication are the means of communication that individuals, key people and others within and outside your organisation use for sending and receiving messages and information, such as email, telephone, written information and verbal information

The **individual** is the person you support or care for in your work

Information may be about individuals, key people and others within and outside your work setting, and about working practices, procedures and requirements. It may be in verbal, written or electronic forms

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.

Messages are any form of communication from and about individuals, key people and others within and outside your work setting. Messages might also be information about legislation or working practices which should be passed on

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

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Scope/range related to knowledge and understanding

All knowledge statements must be applied in the context of this standard.

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

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