

Communication clinical competencies

Name:	Role: Band 5 / 6 / 7
Base:	Date initial training / self assessment completed:

Competency Statement:

The participant demonstrates clinical knowledge and skill in communicating with patient, families and other health care professionals without assistance and/or direct supervision (level 3 - see level descriptors). Assessment in practice must be by a Registered Nurse who can demonstrate competence at level 4 or above.

Performance Criteria	Assessment Method	Level achieved	Date	Assessor/self assessed
The Participant will be able to:				
1. Demonstrate the ability to provide collaborative care in accordance with professional standards				
a) Discuss the principles that underpin the values set out in The Code: Standards of conduct, performance and ethics for nurses and midwives (NMC 2008)	Questioning			
b) work within limitations of the role and is self aware and self confident in recognising own level of competence	Questioning / observation			
c) Demonstrates a professional image and acts as a role model in promoting a professional image	Questioning / observation			
d) Show respect for others	Questioning / observation			
e) Engage with others and build caring professional relationships	Questioning / observation			
f) Initiate, maintain and closes appropriate and constructive professional relationships with families and other carers	Questioning / observation			
g) Recognise and act to overcome barriers to effective relationships with patients and carers	Questioning / observation			
2. Provide person centred care and empower people to make choices				
a) Empower people to meet their own needs and make choices and considers with the person and their carer their capability to care	Questioning / observation			
b) Provide personalised care, or makes provisions for those who are unable to maintain their own activities of living maintaining dignity at all times	Questioning / observation			
c) Ensure access to independent advocacy	Questioning / observation			

Performance Criteria	Assessment Method	Level achieved	Date	Assessor/self assessed
d) Recognise situations and acts appropriately when a person's choice may compromise their safety or the safety of others	Questioning / observation			
e) Use strategies to manage situations where a person's wishes conflict with nursing interventions necessary for the person's safety	Questioning / observation			
f) Act with dignity and respect to ensure that people who are unable to meet their activities of living have choices about how these are met and feel empowered to do as much as possible for themselves	Questioning / observation			
g) work autonomously, confidently and in partnership with people, families and carers to ensure that their needs are met through care planning and delivery. Including strategies for self care and peer support	Questioning / observation			
h) Actively help people to identify and use their strengths to achieve their goals and aspirations	Questioning / observation			
3. Respect patients as individuals and preserve dignity at all times				
a) Act professionally to ensure that personal judgements, prejudices, values, attitudes and beliefs do not compromise care	Questioning / observation			
b) Engage with people in a way that dignity is maintained	Questioning / observation			
c) Use ways to maximise communication where hearing, vision or speech is compromised	Questioning / observation			
d) Use appropriate and proactive approaches to empower and support patient choice	Questioning / observation			
e) Act autonomously to challenge situations or others when someone's dignity may be compromised	Questioning / observation			
4. Engage with patients and family in an acceptant and anti-discriminatory manner				
a) Demonstrate understanding of culture, religion, spiritual beliefs, gender and sexuality can impact on illness and disability	Questioning			
b) Uphold people's legal rights and speak out when these are at risk of being compromised	Questioning			
c) Accepts differing cultural traditions and beliefs when planning care	Questioning / observation			
d) Promote care environments that are culturally sensitive and free from discrimination, harassment and exploitation	Questioning / observation			

Performance Criteria	Assessment Method	Level achieved	Date	Assessor/self assessed
e) manage and diffuse challenging situations effectively	Questioning			
5. Engage with patients and family in a warm, sensitive, compassionate way				
a) Demonstrate kindness and sensitivity	Questioning / observation			
b) Make appropriate use of touch	Questioning / observation			
c) listens to, watches for, and responds to verbal and non-verbal cues	Questioning / observation			
d) Demonstrate insight into how own values may impact on interactions with others	Questioning / observation			
6. Engage therapeutically and actively listen to patient needs and concerns and use communication skills to respond effectively				
a) Communicate effectively both orally and in writing, so that meaning is always clear and based on best available evidence	Questioning / observation			
b) Record information accurately	Questioning / observation			
c) Respond in away that confirms what a person is communicating	Questioning / observation			
d) Use the skills of active listening, questioning, paraphrasing and reflecting to support a therapeutic intervention	Questioning / observation			
e) Use appropriate communication skills to deal with challenging and difficult situations (e.g. dealing with complaints, de-escalating aggression, breaking bad news etc)	Questioning / observation			
7. Maintain confidentiality of information				
a) Demonstrate principles of confidentiality	Questioning / observation			
b) Protect and treat all information as confidential except when sharing information is required for the purposes of safeguarding and public protection	Questioning / observation			
c) Apply the principles of data protection and work within the legal framework in relation to access and storage of data	Questioning / observation			

