

**About this Unit**

This standard covers the provision of information to individuals, at any time during the provision of endoscopic procedures. Individuals undergoing endoscopic procedures require different types of information at different stages of an endoscopic procedure: to help them prepare, to help them understand what is happening, and to know the results. It is important that their right to information is respected, and that they are provided with honest and accurate information.

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

Your **knowledge and understanding** will be specifically related to legal requirements and codes of practice and conduct applicable to your job, and the NHS Knowledge and Skills Framework. This will relate to your work activities; the job you are doing, and the setting, eg in hospital and community, domiciliary, residential care, and the individuals you are working with.

**Values** — the values underpinning this Unit are embedded within the 2009 NHS Code of Conduct for Health Care Support Workers. These are stated in full within the Assessment Strategy and Guidance document for the awards.

**Key Words and Concepts** — a glossary of definitions, key words and concepts used in this Unit is contained in the Assessment Strategy and Guidance document.

In occupational standards it is quite common to find words or phrases used which you will be familiar with, but which, in the detail of the standards, may be used in a very particular way. **You should read the Assessment Strategy and Guidance document before you begin working with the standards and refer to it if you are unsure about anything in the Unit.**

**Specific Evidence Requirements for the Unit**

**It is essential that you adhere to the Evidence Requirements for this Unit**

<b>SPECIFIC EVIDENCE REQUIREMENTS FOR THIS UNIT</b>	
<b>Simulation:</b>	
◆	Simulation is <b>NOT</b> permitted for any part of this Unit.
◆	<b>The following forms of evidence ARE mandatory:</b>
◆	<b>Direct Observation:</b> Your assessor or expert witness must observe you in real work activities. Their confirmation of your practice will provide evidence for a significant amount of the performance criteria in this Unit. <b>For example</b> , you could be observed giving information to an individual about Endoscopy procedures, answering any questions they might have and recording the information.
◆	<b>Professional discussion:</b> Describes your actions in a particular situation and reflect on the reason(s) why you practice that way. <b>For example</b> , you could discuss why you chose to give information in a particular way, how you ensure your practice is current and your understanding of evidence based practice. You should also be able to explain legislation and policies around consent and what values you adopt in your work with individuals.
<b>Competence of performance and knowledge could also be demonstrated using a variety of evidence from the following:</b>	
◆	<b>Reflective Account:</b> These are written pieces of work which allow you to reflect on the course of action you took in a specific situation to identify any learning from the piece of work and to describe what you might do differently in the light of your new knowledge.
◆	<b>Questioning/professional discussion:</b> May be used to provide evidence of knowledge, legislation, policies and procedures which cannot be fully evidenced through direct observation or reflective accounts. In addition your assessor/mentor or expert witness may also ask questions to clarify aspects of your practice.
◆	<b>Expert Witness:</b> A designated expert witness, eg a senior member of staff, may provide a direct observation of your practice, or record a professional discussion they have held with you on a specific piece of practice.
◆	<b>Witness Testimony:</b> Can be a confirmation or authentication of the activities described in your evidence which your assessor or mentor has not seen.
◆	<b>Products:</b> These can be any record that you would normally use within your normal role, eg you should not put confidential records in your portfolio; they can remain where they are normally stored and be checked by your assessor and internal verifier.
◆	<b>Prior Learning:</b> You may be able to use recorded prior learning from a course of training you have attended within the last two years. Discussion on the relevance of this should form part of your assessment plan for each Unit.
◆	<b>Simulation:</b> There may be times when you have to demonstrate you are competent in a situation that does not arise naturally through your work role, eg dealing with violent or abusive behaviour. The Evidence Requirements in each Unit provide specific guidance regarding the use of simulation.
<b>GENERAL GUIDANCE</b>	
◆	Prior to commencing this Unit you should agree and complete an assessment plan with your assessor which details the assessment methods you will be using, and the tasks you will be undertaking to demonstrate your competence.
◆	Evidence must be provided for ALL of the performance criteria, ALL of the knowledge.
◆	The evidence must reflect the policies and procedures of your workplace and be linked to current legislation, values and the principles of best practice within the Health Care sector. This will include the National Service Standards for your areas of work.
◆	All evidence must relate to your own work practice.

**FP0F 04 (END2) Provide information on endoscopic procedures to individuals**

**KNOWLEDGE SPECIFICATION FOR THIS UNIT**

Competent practice is a combination of the application of skills and knowledge informed by values and ethics. This specification details the knowledge and understanding required to carry out competent practice in the performance described in this Unit.

When using this specification **it is important to read the knowledge requirements in relation to expectations and requirements of your job role.**

**You need to provide evidence for ALL knowledge points listed below. There are a variety of ways this can be achieved so it is essential that you read the 'knowledge evidence' section of the Assessment Guidance.**

<b>You need to show that you know, understand and can apply in practice:</b>	<b>Enter Evidence Numbers</b>
1 The effects of communication difficulties on the provision of services to individuals, and role of carers and others in facilitating communication.	
2 The services available for dealing with communication issues, and types of communication aid that are available.	
3 The effects of sedation on memory.	
4 The ethics and responsibilities of practitioners, and relevant professional bodies, codes of conduct, and guidelines.	
5 Evidence-based practice and its role in improving care.	
6 The legislation relating to: (a) the role of practitioners and clinical practice (b) health and safety (c) the care of individuals, include impact of the Human Rights Act (d) freedom of information and data protection	
7 Government and organisational policies relating to the provision of endoscopy.	
8 Legislation and legal processes relating to consent.	
9 The principles of informed consent, including implied consent and expressed consent.	
10 The process and timing for obtaining informed consent during endoscopic procedures, and what to do if consent is withdrawn during procedures.	
11 The relevant national and organisational policies and guidelines on consent.	
12 Statutory statements, living wills, advanced directives, and other expressions of an individual's wishes.	
13 The admission and discharge procedures for endoscopic procedures.	
14 The endoscopic procedures, equipment, and sedation that are used.	
15 The guidelines, precautions, and information offered to individuals undergoing endoscopic procedures.	
16 The stages of care and the roles of practitioners during endoscopic procedures.	
17 The needs of individuals and carers, including issues relating to dignity, confidentiality, and privacy.	

<b>You need to show that you know, understand and can apply in practice:</b>	<b>Enter Evidence Numbers</b>
18 The role, responsibilities, needs, and relationships between individuals and carers.	
19 The services and assistance that the individual and their carers should be entitled to.	
20 The type of information that is most useful to individuals and their carers, their rights to obtain it, and how they can access it.	
21 How individuals and carers respond to endoscopic procedures.	
22 National and local policies and guidelines relating to the management and effective use of endoscopy resources.	
23 Organisational management structures, roles, and responsibilities.	
24 Procedures, protocols, and pathways for liaising with individuals, carers, practitioners, departments, and agencies.	
25 Record keeping systems and policies.	
26 How to provide feedback on services.	
27 The information that individuals might require about specific endoscopic procedures, and the support that individuals will require during its provision.	
28 When and how to present different types of information, including statistical, factual, diagrammatical, and anecdotal information.	
29 The procedures and methods relating to the co-ordination of inter-disciplinary and multi-disciplinary teams within and across services.	
30 The role of different types of practitioners and agencies in providing an endoscopy service.	
31 The services provided by relevant national, local, and voluntary social and health care agencies.	
32 Sources of authoritative information on endoscopic procedures, including evidence based information.	
33 The centres of research and development on endoscopy, and the current issues and research debates.	
34 Information and educational resources for practitioners, individuals, and carers, and methods for accessing them.	
35 Journals, magazines, web-sites, and patient guidance notes and leaflets for specific endoscopic procedures.	
36 Voluntary organisations, charities, and interest groups relating to different conditions.	

Performance Criteria		DO	RA	EW	Q	P	WT	PD
		1	Respect the individual's rights and wishes relating to their consent, privacy, beliefs, and dignity.					
2	Establish the extent to which the individual requires any carers to be involved during the provision of information.							
3	Discuss the amount and type of information which the individual requires, or has already accessed, to make informed decisions relating to the endoscopic procedure.							
4	Provide information that is relevant to the individual's requirements, and ensure it is as accurate as possible within the context of what is known about their condition.							
5	Use a range of information giving methods to present information to the individual.							
6	Answer honestly any questions raised by the individual, and refer any questions that cannot be immediately answered to the appropriate person.							
7	Identify other sources of information and information resources that the individual can accessed to clarify their situation.							
8	Provide sufficient opportunity for the individual to reflect on the information.							
9	Keep accurate, legible, and complete records, and comply with all the relevant legal, professional, and organisational requirements and guidelines.							

DO = Direct Observation

RA = Reflective Account

Q = Questions

EW = Expert Witness

P = Product (Work)

WT = Witness Testimony

PD = Professional Discussion

*To be completed by the candidate*

**I SUBMIT THIS AS A COMPLETE UNIT**

Candidate's name: .....

Candidate's signature: .....

Date: .....

*To be completed by the assessor*

*It is a shared responsibility of both the candidate and assessor to claim evidence, however, it is the responsibility of the assessor to ensure the accuracy/validity of each evidence claim and make the final decision.*

**I CERTIFY THAT SUFFICIENT EVIDENCE HAS BEEN PRODUCED TO MEET ALL THE ELEMENTS, PCS AND KNOWLEDGE OF THIS UNIT.**

Assessor's name: .....

Assessor's signature: .....

Date: .....

**Assessor/Internal verifier feedback**

*To be completed by the internal verifier if applicable*

***This section only needs to be completed if the Unit is sampled by the internal verifier***

Internal verifier's name: .....

Internal verifier's signature: .....

Date: .....