

**Supporting participation in health treatment: ‘co**

***Practice* Based Scenario**

**About this document**

This document is designed to take you through a practice-based scenario to help you reflect on what you might do if faced with a similar situation. It can be used to guide your thoughts and prompt discussion with your colleagues. Working through this document counts towards your continuing professional development (CPD). Your reflections on this document are not assessed and you do not have to send your responses to the RCSLT.

You can work through it on your own, with a colleague or supervisor, or in groups, eg as part of an RCSLT Hub or Clinical Excellence Network.

This document is broken into six parts:

1. **The scenario:** for you to read
2. **The issues to consider:** for you to gather your thoughts on practice issues relating to this scenario
3. **Next steps:** for you to plan out what you would need to do next
4. **Prompts for consideration:** RCSLT prompts for further consideration
5. **Sources of further information:** links to professional guidance
6. **Update your CPD diary:** for you to do
7. **The scenario**

**You are contacted by a member of a staff team, informing you that they have a patient who has a mild learning disability, mental health issues and high levels of anxiety.**

**The patient has been diagnosed with kidney problems and will need to access dialysis.**

**He has communication support needs and they don’t know how to facilitate his participation.**

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**What do you do in this scenario?**

1. **The issues to consider**

**What do you need to consider?**

Think about the above scenario and its implications and jot down your notes about issues you may need to consider. Please feel free to use extra sheets of paper if you need. Or, if you are in a group, you may like to record on a whiteboard or flipchart.

1. **Next steps**

**What steps do you think you need to take next?**

1. **Prompts for consideration**

In this scenario there will be lots of questions as to who is responsible and how to resolve the issues. It is a positive that you were approached to help, as this shows there is already a level of awareness about communication amongst colleagues.

Remember that if you are faced with a similar situation you will need to think about it in relation to the frameworks within which you work, such as the Health and Care Professions Council (HCPC) Standards, RCSLT professional guidance and resources, local and national policies and also policies of your employer (or your own policies if practising independently).

Please note that this list is not exhaustive and does not constitute legal advice.

**Prompt questions to consider**

1. Does your employer have guidelines defining the boundaries and responsibilities of different roles?
2. Or, if you are practicing independently, is there local guidance around this issue which you can consult?
3. Is this person already known to you?
4. What help does he need?
5. What role does the staff team want you to play? (For example, communication assessment, production of accessible resources and facilitating face-to-face communication during dialysis?)
6. What role should you play?
* How would you work with the multi-disciplinary team (MDT) to:
* Support this person to understand what is involved?
* Enable him to consent to further assessment and treatment?
* Decrease his anxiety levels as much as possible?
* How would you support him to understand the procedures involved in preparing for and then receiving the treatments required to achieve dialysis?
* How would you work with the dialysis team to support them to understand his support needs?
1. Do you have the time?
2. Do you have the necessary skills and knowledge?
3. What are the risks if you don’t get involved?
4. Are there existing resources available already that you could signpost the team to? Would they be sufficiently relevant to this individual?
5. Who else should you involve?
6. How can you work in partnership with the team to build their capacity around inclusive communication?
7. How could you use this to encourage the development of further key resources and awareness of inclusive communication environments?
8. How can you measure impact?
9. How and with whom will you share your learning?

**Possible next steps**

1. Reflect on this with your employer or supervisor.
2. Consult with the MDT about the best way forward and ensure everyone knows their responsibilities.
3. Consult with the MDT about how you can work with them in the future to support and promote inclusive communication.
4. See [Common Issues and Concerns section in The Role of Apps in Speech and Language Therapy](https://www.rcslt.org/delivering-quality-services/technology/technology-apps-guidance#section-8)
5. **Sources of further information**

**The following information in the professional accountability and autonomy, and professional guidance sections of the RCSLT website is also particularly relevant:**

1 – [Promote and safeguard the interests of service users and carers](https://www.rcslt.org/professional-autonomy-and-accountability-guidance#section-5)

2 - [Communicate appropriately and effectively](https://www.rcslt.org/professional-autonomy-and-accountability-guidance#section-6)

6 - [Manage risk](https://www.rcslt.org/professional-autonomy-and-accountability-guidance#section-10)

[NHS England Accessible Information Standard (2015)](https://www.england.nhs.uk/ourwork/accessibleinfo/)
[Inclusive Communication](https://staging.rcslt.org/inclusive-communication)

[Case study: Dorset Cardiac and Stroke Network Communication Inclusion Pilot Project 2009-2010](https://www.rcslt.org/-/media/Project/RCSLT/dorset.pdf)

1. **Update your CPD diary**

Working through this scenario counts towards your CPD. Once you have completed this scenario, please record this learning and your reflections in your CPD diary.