

***Practice* Based Scenario**

**Specialist and local services**

**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 five 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 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**

**A client attends a specialist regional clinic but everyday case management, rests with the local NHS SLT service.**

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**What would 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**

It is recommended that you think about the following prompt questions and formulate a considered response to this parent’s query.

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 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. What is the policy for both providers re: good practice on liaison to secure better outcomes for the client? This includes the sharing of information, liaison and consent.
2. What are the HCPC standards relating to this scenario and how do they apply to both parties?
3. What is the rationale for joint working?
4. How will you gain consent and how what should that consent pertain too?
5. How will all parties involved share information?
6. How should information be communicated?
7. How should information be documented?
8. Is there any potential for conflict of interests in this case?
9. Is there a system set up to facilitate joint working?
10. Are you aware of how the two services are commissioned/ funded and any implications of this?

**Possible next steps:**

1. Follow HCPC standards and RCSLT guidelines on Professional Accountability and Autonomy to ensure you understand the rationale and standards for joint working.
2. Set up a meeting to discuss and agree areas for liaison to secure the best interests of the client. For example, which assessments have been carried out, what will the care package entail, how will it be delivered, how will information be shared?
3. Consider any implications linked to commissioning/ funding of each service.
4. Consider implications for the level of support that has been funded locally versus the view from the regional specialist clinic and how these can be raised appropriately.
5. Ensure information given to the service user is accessible and that they are able to give informed consent to both services. Include information on how, whom, where and what they are consenting to.
6. How will interactions between both parties be documented?

In line with good professional practice and patient centred care, the local SLT should be copied into all specialist reports and all reports written the local SLT should be copied to the specialist clinic.

1. **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/cq_live/service_user_interests/service_user_interests)

2 - [Communicate appropriately and effectively](https://www.rcslt.org/cq_live/communication/communicate_appropriately_and_effectively)

3 – [Knowledge and skills](https://www.rcslt.org/cq_live/Knowledge_and_skills/knowledge_and_skills)

4 – [Delegate appropriately](https://www.rcslt.org/cq_live/delegate_appropriately/delegate_appropriately)

5 - [Respect confidentiality](https://www.rcslt.org/cq_live/respect_confidentiality/respect_confidentiality)

6 - [Manage risk](https://www.rcslt.org/cq_live/manage_risk/manage_risk)

10 – [Record keeping](https://www.rcslt.org/cq_live/record_keeping/keep_records_of_your_work)

[Duty of care](https://www.rcslt.org/cq_live/resources_a_z/care/overview)

[Inclusive communication](https://www.rcslt.org/cq_live/resources_a_z/inclusive_communication/overview)

[Information Governance/record keeping](https://www.rcslt.org/cq_live/resources_a_z/info_gov/overview)

**Contacts:**

[RCSLT Adviser](https://www.rcslt.org/members/professional_roles/advisers/intro)

1. **Update your CPD diary**

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