

---

#myhcpcstandards webinar

Professional Liaison Service

# Updated standards of proficiency: Centralising the service user

This webinar will begin at 1.00pm

Fiona Campbell, Professional Liaison Consultant, Professional Liaison Service. HCPC



# **hello** my name is...  


---

Fiona Campbell, Professional Liaison  
Consultant (Scotland), HCPC

HCPC Registered Speech and Language  
Therapist

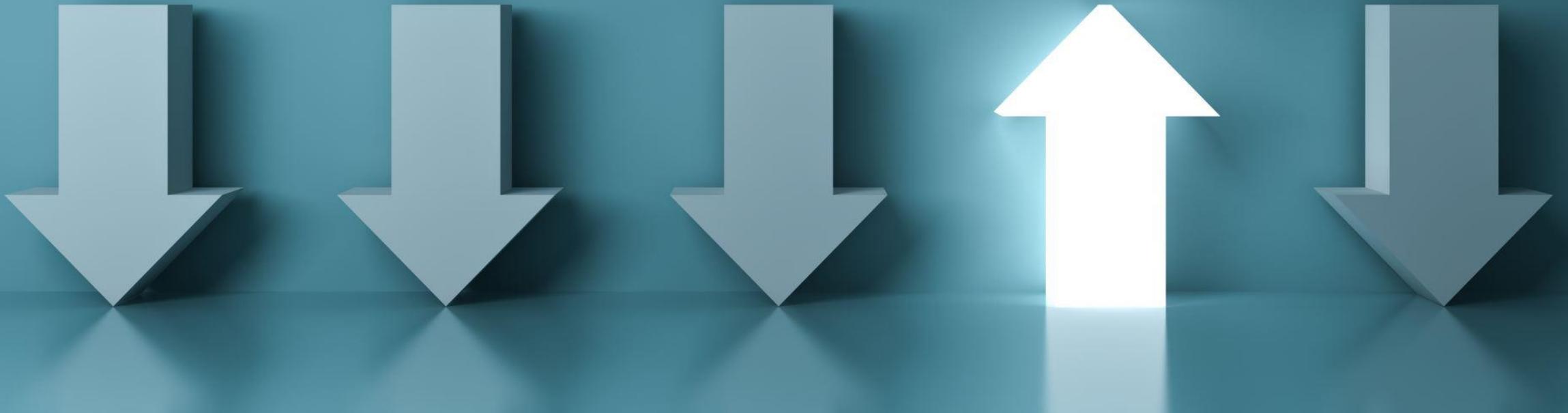
slido

[www.slido.com](http://www.slido.com)

Event code: **person1**



What examples of good practice in involving service users could I share with others?



Standards of proficiency

hcpc

Standards of proficiency

hcpc

Standards of proficiency

hcpc

Standards of proficiency

hcpc  
Health & Care  
Professions  
Council

Prosthetists  
/ orthotists

Paramedics

Biomedical  
scientists

Speech and  
language  
therapists

# Standards of proficiency (SOPs)



**Why**

**are**

**they**

**changing?**

# What has changed?



2.2: promote and protect the service user's interests at all times

2.5: respect and uphold the rights, dignity, values, and autonomy of service users, including their role in the assessment, diagnostic, treatment and/or therapeutic process

2.6: recognise that relationships with service users, carers and others should be based on mutual respect and trust, maintaining high standards of care in all circumstances

6.4: understand the need to ensure confidentiality is maintained in all situations in which service users rely on additional communication support (such as interpreters or translators)

7.1: use effective and appropriate verbal and non-verbal skills to communicate with service users, carers, colleagues and others

7.4: work with service users and/or their carers to facilitate the service user's preferred role in decision-making, and provide service users and carers with the information they may need where appropriate

7.5: modify their own means of communication to address the individual communication needs and preferences of service users and carers, and remove any barriers to communication where possible

7.6: understand the need to support the communication needs of service users and carers, such as through the use of an appropriate interpreter

7.8: understand the need to provide service users or people acting on their behalf with the information necessary in accessible formats to enable them to make informed decisions

8.1: work in partnership with service users, carers, colleagues and others

8.5: identify anxiety and stress in service users, carers and colleagues, adapting their practice and providing support where appropriate

11.2: gather and use feedback and information, including qualitative and quantitative data, to evaluate the responses of service users to their care

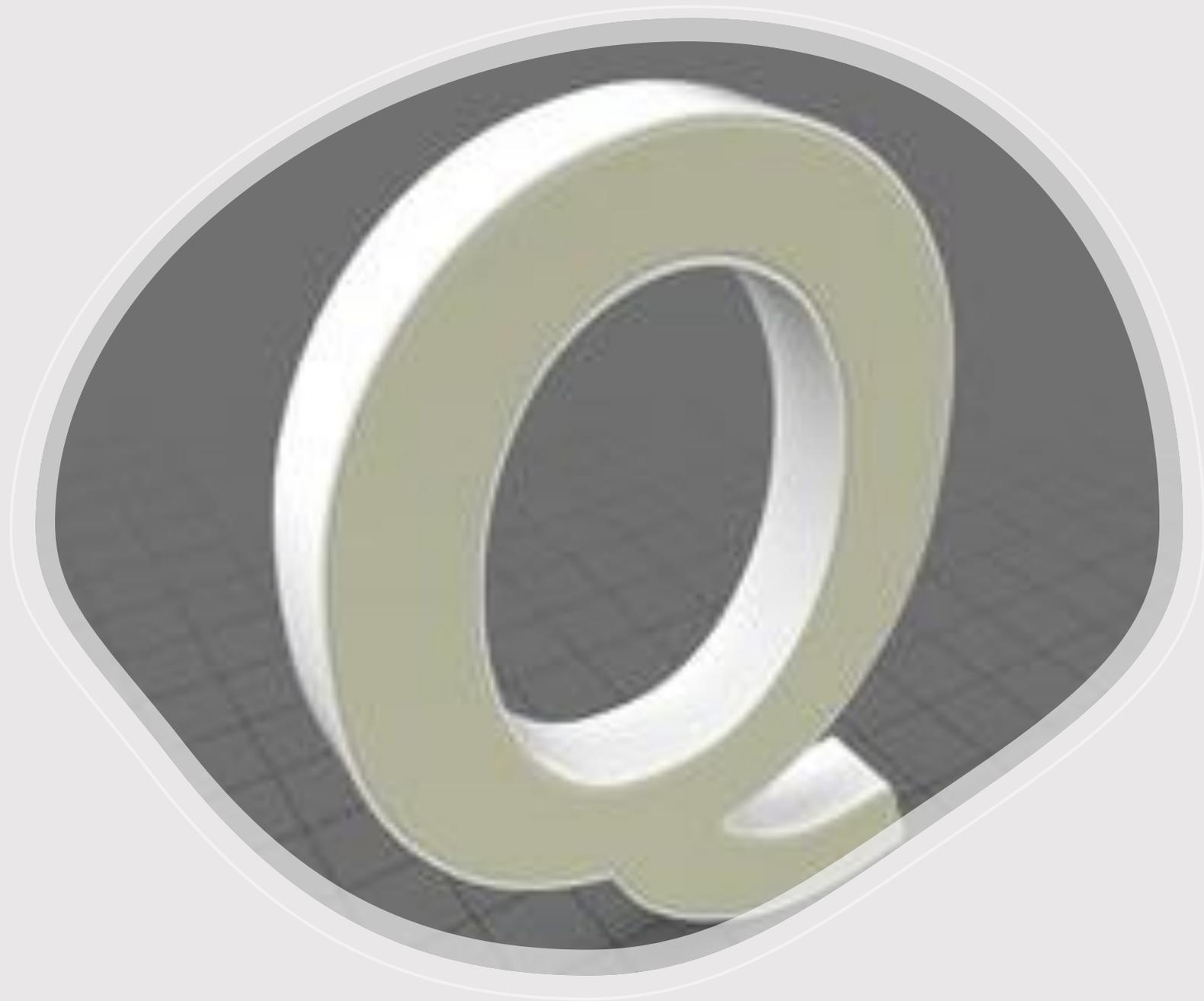
11.5: evaluate care plans or intervention plans using recognised and appropriate outcome measures, in conjunction with the service user where possible, and revise the plans as necessary

13.11: engage service users in research as appropriate

# Evidence suggests

---

- Involvement in individual care and treatment can increase self-esteem
- Outcomes are improved when people have choice and control over their treatment
- Perceptions of care quality are greatly enhanced.



# Introducing Carly and Jan

Jan has aphasia, a language and communication disorder

Carly is Jan's daughter

Aphasia affects more than 350,000 people in the UK.



## Video 1

Jan has a communication difficulty known as aphasia

She kindly shared her experiences with us, supported by her daughter, Carly



**Jan and Carly share their experiences of interacting with health professionals**

## Video 2

Carly and Jan discuss some of the challenges Jan experiences when communicating with health professionals



**What simple changes might ensure that Jan wouldn't experience some of the problems she has faced if she was interacting with you?**

**Do any of the 'system' issues exist in your service and how could you change those?**

**We discuss Jan's experiences of people making assumptions about her ability to make decisions**



## Video 3

Jan and Carly discuss some of the assumptions health professionals make about Jan's capacity



**Jan and Carly discuss ways she can be better involved in her health care**

**They offer advice to a health professional who may feel nervous about their communication skills**

## Video 4

Jan and Carly reflect on how people with communication support needs could be better involved in their health care



**How do you rate your own skills communicating with people with communication support needs, such as aphasia?**

**How could you improve, or support others to improve?**

**What would service users say that I do well?**

# Summary of changes

- 
- Registrants already offering care in the best interests of their service users
  - Changes ask registrants to broaden how they think about those interests, and where service user's needs might require closer scrutiny
  - Be mindful of the needs of people living with a disability or a health condition which impacts their ability to communicate
  - Registrants should consider what additional steps they can take to ensure that a service user remains fully involved in their care
  - Where a service user may not be able to be involved, registrants should document what steps they have taken to involve their carer, family member, and/or representative



117495912

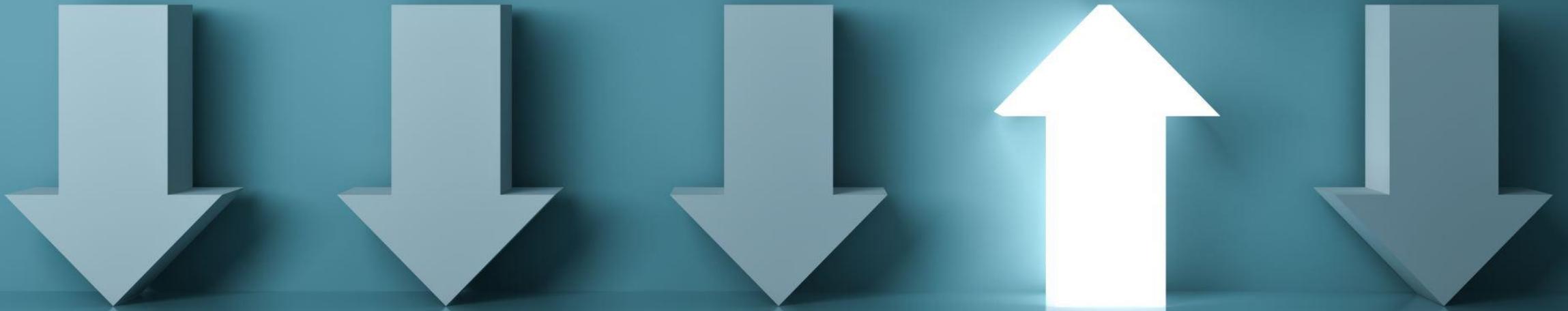
Stock

slido

[www.slido.com](http://www.slido.com)

Event code: **person1**

What examples of good practice in involving service users could I share with others?



# HCPC information for you

# #myhcpcstandards events

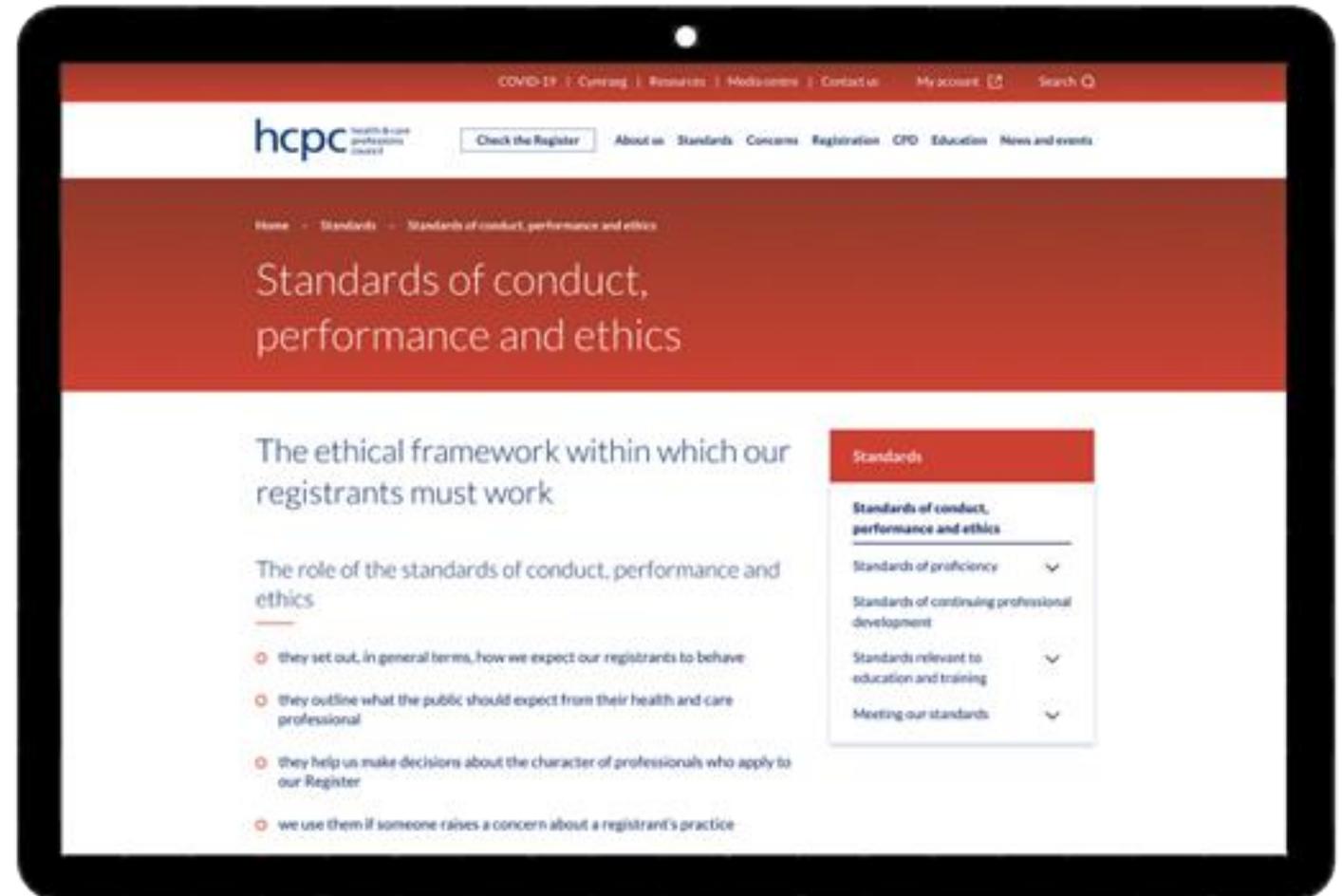
Date	Time	Topic
03 May	13:00-13:45	Registrant's mental health and wellbeing
23 May	13:00-13:45	Equality, diversity & inclusion
07 June	13:00-13:45	Leadership
19 June	13:00-13:45	Digital skills & new technologies

Professional Liaison Service



# Consultation open

Please get  
involved with  
our  
consultation  
on revisions  
to the SCPEs



# Staying connected with us

Professional Liaison Service



[www.facebook.com/hcpcuk](http://www.facebook.com/hcpcuk)



@The\_HCPC  
#myhcpcstandards



[www.linkedin.com](http://www.linkedin.com)



@HCPCuk