Domain 2: Communication and interpersonal skills

Domain 2: Communication and interpersonal skills

Competency	Point of entry: Essential knowledge, understanding and skill application required Essential skills cluster number and point	Multi-choice Exam: Generic	Multi-choice Exam: Generic applied to nursing field specific	OSCE's: Suitable items for testing	Useful on-line links Please copy and paste the links into your web browser to access the information
Competency 1. All nurses must build partnerships and therapeutic relationships through safe, effective and non-discriminatory communication. They must take account of individual differences, capabilities and needs.	Has insight into own values and how these may impact on interaction with others. **CCC5,10**	Y	Y		http://www.nmc-uk.org/Nurses-and-midwives/Regulation-in-practice/Regulation-in-Practice-Topics/Maintaining-Boundaries-/ http://www.rcn.org.uk/development/professional_standards http://www.nmc-uk.org/Nurses-and-midwives/Regulation-in-practice/Medicines-management-and-prescribing/ http://www.nice.org.uk/guidance/CG76 http://www.nmc-uk.org/Nurses-and-midwives/Regulation-in-practice/Regulation-in-Practice-Topics/Advice-for-nurses-and-midwives-working-with-young-people/ http://www.nmc-uk.org/Publications/Guidance/ http://www.rcn.org.uk/development/practice/dementia http://www.nmc-uk.org/Documents/NMC-Publications/NMC-Guidance-for-the-care-of-older-people.pdf http://www.nhs.uk/Planners/Yourhealth/Pages/Careplan.aspx http://www.england.nhs.uk/2013/09/25/tim-kelsey-2/ http://www.rcn.org.uk/development/practice/principles/the_8_principles/principle_e http://www.helpguide.org/mental/eq6_nonverbal_communication.htm https://www.rcn.org.uk/__data/assets/pdf_file/0005/380795/Nursing_Standard_Principle_E_April11_563 KB.pdf http://www.nursinginpractice.com/article/communication-how-can-we-improve-our-skills http://www.nmc-uk.org/Documents/NMC-Publications/NMC-Record-Keeping-Guidance.pdf http://www.actiononhearingloss.org.uk/your-hearing/ways-of-communicating.aspx http://www.alzheimers.org.uk/site/scripts/documents_info.php?documentID=1211&pageNumber=2 http://www.alzheimers.org.uk/site/scripts/documents_info.php?documentID=130 http://www.nhs.uk/Conditions/dementia-guide/Pages/dementia-and-communication.aspx http://www.actiononhearingloss.org.uk/your-hearing/ways-of-communicating/communication-tips/tips-for-hearing-people.aspx http://www.mencap.org.uk/all-about-learning-disability/information-professionals/communication/communicating-people-learning- http://www.gmc-uk.org/learningdisabilities/25.aspx http://www.england.nhs.uk/wp-content/uploads/2012/12/compassion-in-practice.pdf http://www.nhs.uk/CarersDirect/yourself/help-for-you/Pages/Advocacy.aspx http://www.nhs.uk/carersdirect/moneyandlegal/legal/pages/applying-the-mental-capacity-act.aspx http://www.nhs.uk/CarersDirect/guide/practicalsupport/Pages/Challenging-behaviour.aspx http://www.headway.ie/resources/publications/n-challenging-behaviour-and-abi/ http://www.professionalstandards.org.uk/library/document-detail?id=35f0ef3a-e42d-49e0-8be0-07f340d5f51b https://www.gov.uk/government/publications/framework-for-personalised-care-and-population-health http://www.patient.co.uk/health/health-promotion-1321 http://www.rcn.org.uk/development/practice/nutrition http://www.who.int/topics/health_promotion/en/ http://www.rcn.org.uk/development/practice/infection_control/resources http://www.nmc-uk.org/Nurses-and-midwives/Regulation-in-practice/Regulation-in-Practice-Topics/ http://www.mhra.gov.uk/ConferencesLearningCentre/LearningCentre/Deviceslearningmodules/Devicesinpractice/index.htm http://www.mhra.gov.uk/Howweregulate/Devices/ http://www.mhra.gov.uk/Safetyinformation/Reportingsafetyproblems/Devices/index.htm
	Works with people and carers to provide clear and accurate information **MM40,2.**		Y		
	Recognises and acts to overcome barriers in developing effective relationships with service uses and carers. **CCC1, 12.**	y	y		
	Acts autonomously to reduce and challenge barriers to effective communication and understanding. **CCC6,10**.	Y		Y	
Competency 2. All nurses must use a range of communication skills and technologies to support person-centred care and enhance quality and safety. They must ensure people receive all the information they need in a language and manner that allows them to make informed choices and share decision making. They must recognise when language interpretation or other communication support is needed and know how to obtain it.	Engages with people in the planning and provision of care which recognises the importance of personal needs and providing both practical and emotional support. **CCC5, 9.**		E	Y	
	Listens to, watches for and responds to verbal and non verbal cues. **CCC5,8.**			E	
	Uses skills of active listening, questioning, paraphrasing and reflection to support therapeutic intervention. **CCC6,12.**	Y	Y	E	
Competency 3. All nurses must use the full range of communication methods, including verbal, non-verbal and written, to acquire, interpret and record their knowledge and understanding of people's needs. They must be aware of their own values and beliefs and the impact this may have on their communication with others. They must take account of the many different ways in which people communicate and how thee may be influenced by ill health, disability and other factors, and be able to recognise and respond effectively when a person finds it hard to communicate.	Communicates effectively and sensitively in different settings, using a range of methods and skills **CCC6, 8.**	Y	Y	E	
	Consistently shows ability to communicate safely and effectively with people providing guidance for others. **CCC6,7**		Y	Y	
	Provides accurate and comprehensive written and verbal reports based on sound evidence. **CCC6, 9.**	E		E	
	Provides information to people and their carers. **NFM.28,7.**	y			

Competency	Point of entry: Essential knowledge, understanding and skill application required Essential skills cluster number and point	Multi-choice Exam: Generic	Multi-choice Exam: Generic applied to nursing field specific	OSCE's: Suitable items for testing	Useful on-line links Please copy and paste the links into your web browser to access the information
	Uses strategies to enhance communication and remove barriers to effective communication minimising the risk to people from lack of or poor communication. **CCC6, 6**.		Y	E	
Competency 4. All nurses must recognise when people are anxious or in distress and respond effectively, using therapeutic principles, to promote wellbeing, manage personal safety and resolve conflict. They must use effective communication strategies and negotiation techniques to achieve best outcomes, respecting the dignity and human right of all concerned. They must know when to consult a third party and how to make referrals for advocacy, mediation or arbitration.	Anticipates how people might feel in a given situation and respond with kindness and empathy to provide physical and emotional comfort. **CCC5, 6**.	Y	Y	E	
	Is proactive and creative in enhancing communication and understanding. **CCC6,11**			y	
	Makes appropriate use of touch. **CCC5,7**.	Y		E	
	Manages and diffuses challenging situations effectively. **CCC4,7**.	y	y	y	
	Recognises circumstances that trigger personal negative response and takes action to prevent this compromising care. **CCC5,11**.		Y	Y	
Competency 5. All nurses must use therapeutic principles to engage maintain and, where appropriate, disengage from professional caring relationships, and must always respect professional	Initiates, maintains and closes professional relationships with service users and carers. **CCC1,13**.		Y	Y	
Competency 6. All nurses must take every opportunity to encourage health promoting behaviour through education, role modelling and effective communication.	Discusses sensitive issues in relation to public health and provides appropriate and guidance to individuals, communities and populations in health promoting behaviours such as contraception, cessation of smoking, addressing obesity and substance misuse. **OAC9,18**.	Y		Y	
	Uses negotiating and other skills to encourage people who might be reluctant to drink to take adequate fluids. **NFM.29,5**			Y	
	Discusses the benefits of health promotion within the concept of public health to prevent and control infection to improve and maintain the health of the population. **IPC21, 6**.	Y		Y	
Competency 7. All nurses must maintain accurate, clear and complete records, including the use of electronic formats, using appropriate and plain language.	Provides accurate and comprehensive written reports based on best possible evidence. **CCC6,9**.			E	
	Works within legal frameworks for data protection including access to and storage of records. **CCC7,8**.	Y	Y	Y	

Competency	Point of entry: Essential knowledge, understanding and skill application required Essential skills cluster number and point	Multi-choice Exam: Generic	Multi-choice Exam: Generic applied to nursing field specific	OSCE's: Suitable items for testing	Useful on-line links Please copy and paste the links into your web browser to access the information
	Effectively keep records of medication administered and omitted, in a variety of setting, including controlled drugs and ensures others do the same **MM 39,2**	Y	E	E	
	Keeps appropriate records in relation to the use and maintenance of medical devices and the decontamination process required as per local and national guidelines. **OAC. 20,4**.	Y	Y	Y	
	Makes a comprehensive assessment of people's needs in relation to nutrition identifying, documenting and communicating level of risk. **NFM. 28,5**.		Y	Y	
	Monitors and records progress against the plan. **NFM. 28,8**.		Y	Y	
Competency 8. All nurses must respect individual rights to confidentiality and keep information secure and confidential in accordance with the law and relevant regulatory frameworks, taking account of local protocols. They must actively share personal information with others when the interests of safety and protection override the need for confidentiality.	Recognises the significance of information and acts in relation to who does or does not need to know. **CCC7,6**.	Y			
	Acts within the law when confidential information has to be shared with others. **CCC7,9**.	Y	Y		