

## **HSC242          Receive and pass on messages and information (Level 2)**

### **Elements of Competence**

<b>HSC242a</b>	Receive, process and record messages
<b>HSC242b</b>	Pass on messages
<b>HSC242c</b>	Respond to requests for information

### **About this unit**

For this unit you will need to take, record and pass on messages and information.

### **Scope**

The scope is here to give you guidance on possible areas to be covered in this unit. The terms in this section give you a list of options linked with items in the performance criteria. You need to provide evidence for any option related to your work area.

**Forms of communication** can include: email, telephone, written information and verbal information.

**Communication and language needs and preferences** include: be in the preferred spoken language and mode of communication appropriate to the receiver. This will include the use of signs; symbols; pictures; writing; objects of reference; communication passports; other non verbal forms of communication; human and technological aids to communication

**Key people:** family; friends; carers; others with whom the individual has a supportive relationship.

Your **knowledge and understanding** will be specifically related to legal requirements and codes of practice applicable to your job; your work activities; the job you are doing (e.g. domiciliary, residential care, hospital settings) and the individuals you are working with.

### **Values underpinning the whole of the unit**

The values underpinning this unit have been derived from the key purpose statement<sup>1</sup>, the statement of expectations from carers and people receiving services, relevant service standards and codes of practice for health and social care in the four UK countries. They can be found in the principles of care unit HSC24. To achieve this unit you must demonstrate that you have applied the principles of care outlined in unit HSC24 in your practice and through your knowledge.

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<sup>1</sup> The key purpose identified for those working in health and social care settings is "to provide an integrated, ethical and inclusive service, which meets agreed needs and outcomes of people requiring health and/or social care"

## Key Words and Concepts

This section provides explanations and definitions of the key words and concepts used in this unit. 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. **Therefore, we would encourage you to read this section carefully before you begin working with the standards and to refer back to this section as required.**

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<b>Forms /Methods of communication</b>	These include the type of communication individuals, key people and others within and outside your organisation use, for sending and receiving messages and information.
<b>Individuals</b>	The actual people requiring health and care services. Where individuals use advocates and interpreters to enable them to express their views, wishes or feelings and to speak on their behalf, the term individual within this standard covers the individual and their advocate or interpreter
<b>Key people</b>	Are those people who are key to an individual's health and social well-being. These are people in the individual's life who can make a difference to their health and well-being
<b>Messages</b>	Any form of communication from and about individuals, key people and other people and organisations. Messages might be information about legislation or working practices which should be passed on and which your organisation may have procedures set in place to process immediately
<b>Others</b>	Are other people within and outside your organisation that are necessary for you to fulfil your job role
<b>Rights</b>	The rights that individuals have to: <ul style="list-style-type: none"><li>• be respected</li><li>• be treated equally and not be discriminated against</li><li>• be treated as an individual</li><li>• be treated in a dignified way</li><li>• privacy</li><li>• be protected from danger and harm</li><li>• be cared for in a way that meets their needs, takes account of their choices and also protects them</li><li>• access information about themselves</li><li>• communicate using their preferred methods of communication and language</li></ul>

## **HSC242a** Receive, process and record messages

### **Performance Criteria**

You need to show that,

1. you receive written and verbal information, and **messages** that use other **forms of communication** from **individuals, key people** and **others**
2. you identify the urgency of the messages, ensuring that urgent messages are dealt with immediately
3. you follow legal and organisational procedures and practices to process messages
4. you seek extra help where you are unable to process the message because of its complexity, its clarity or because it is communicated in a form or language that you are unable to process
5. you record messages accurately, within confidentiality agreements and according to legal and organisational requirements, procedures and practices
6. if you have had to access records and reports, you return and file them correctly, ensuring that people who do not have a right to access the information cannot do so
7. you use appropriate procedures to file, store and share messages and information within confidentiality agreements and according to legal and organisational requirements
8. you take appropriate action to resolve difficulties you have had in receiving and recording information

## **HSC242b** Pass on messages

### **Performance Criteria**

You need to show that,

1. you identify who needs to be informed of the messages received and processed
2. you clarify to whom you need to pass on messages, when you are unsure who should receive the messages
3. you pass on messages:
  - according to instructions
  - taking account of the urgency of the message
  - within confidentiality agreements
  - according to legal and organisational requirements
4. you use appropriate procedures and **communication methods** for passing on information for individuals, key people and **others** within and outside your organisation
5. you share messages and information with others within and outside your organisation, according to confidentiality agreements ,legal and organisational requirements

6. you record, report, store and share information about:
  - what you have done with the messages
  - who you have passed them towithin confidentiality agreement and according to legal and organisational procedures and requirements
7. you report any difficulties you have in passing on messages promptly to the appropriate people and organisations

## **HSC242c** Respond to requests for information

### **Performance Criteria**

You need to show that,

1. you respond to requests for information:
  - at the appropriate time
  - according to instructions
  - using an appropriate means of communication and languagewithin confidentiality agreements and according to legal and organisational procedures and requirements
2. you take appropriate action if you cannot deal with the request for information because of:
  - the nature and complexity of the request
  - confidentiality issues about the request
3. if you need to access records and reports, you return and file them correctly, ensuring that people who do not have a right to access the information cannot do so
4. you identify and use appropriate procedures to file, store and share requests within confidentiality agreements and according to legal and organisational requirements
5. you record and report on the actions taken:
  - to deal with the request
  - when you are unable to deal with the requestwithin confidentiality agreements and according to legal and organisational requirements and procedures

## **Knowledge Specification for the whole of 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 show that you know, understand and can apply in practice:

### **Values**

1. legal and organisational requirements on equality, diversity, discrimination, **rights**, confidentiality and sharing of information when receiving and passing on messages and information

### **Legislation and organisational policy and procedures**

2. codes of practice and conduct; standards and guidance relevant to your own and the roles, responsibilities, accountability and duties of others when receiving and passing on messages and information
3. current local, UK and European legislation, and organisational requirements, procedures and practices for:
  - accessing records and information
  - recording, reporting, confidentiality and sharing information, including data protection
  - receiving and passing on messages

### **Theory and practice**

4. actions to take when messages and information are received on any changes in the conditions and circumstances of individuals
5. principles involved in the sharing, storing, retrieving and security of information, records and reports
6. why records which are confidential should be marked to indicate this
7. why it is important to:
  - accurately record information received
  - file records again correctly after use
  - take messages accurately and the potential effects of not so doing
  - take account of the importance and urgency of the message
8. the different purposes for which information may be required and the degree of detail necessary for these different purposes
9. how to manage sensitive information
10. the sort of problems which may arise during the maintenance, storage and retrieval of records and the reasons for reporting these without delay
11. methods of modifying communications appropriate to the individual concerned
12. the different methods of obtaining information and those which are appropriate to different circumstances and/or different information
13. ways of refusing to provide information whilst remaining polite and helpful