ABILITY TO COLLABORATIVELY ENGAGE PATIENTS AND THEIR FAMILY AND CARERS IN INPATIENT CARE

This section applies to all healthcare professionals contributing to inpatient care delivery. The competences should be applied to the specific components of care that the professional is appropriately trained to deliver. It is not expected that a professional would be competent in engaging patients, their family, and carers in treatments outside the scope of their professional role.

An ability to convey information about treatment in a manner that is tailored to the patient's capacities, context, and circumstances (for example, when they are under the care of the Mental Health Act [MHA]) and that encourages them to raise and discuss queries and/or concerns	
An ability to repeat and clarify information if there is evidence that the patient's capacity to retain information appears to be reduced	
An ability to ensure the patient has a clear understanding of the treatments being offered to them (for example, their broad content and the way they usually progress)	
While maintaining a positive stance, an ability to convey a realistic sense of:	
	the effectiveness and scope of each treatment and any risks associated with each treatment
An ability to keep in mind the inherent power imbalance present in staff service user relationships in the inpatient settings and to try to facilitate genuine collaboration in their treatment whenever possible	
An ability to be transparent and honest with patients about their treatment and any role limitations (for example, not being able to discharge them when they are being treated under the MHA and do not consent to treatment), and:	
	make continued attempts to collaboratively engage them in their care
	ensure the patient has every possible opportunity to make decisions about their care
	be understanding and empathic to the frustration and anger which may arise from compulsory treatment under the MHA

An ability to engage all patients (including those under the care of the Mental Health Act [MHA]) in a collaborative discussion about the treatment options open to them, underpinned by:	
	the information gathered during the assessment sessions (including assessments undertaken during the admission process, for example, admission clerking assessment, psychiatric liaison assessment)
	the perspectives of the patient's family and carers (if consent has been given)
	the crisis-focused formulation emerging from the assessment
	the patient's priorities and needs

An ability to provide the patient with sufficient information about the treatment options open to them, such that they are:	
	aware of the range of options available to them
	in a position to make an informed choice from among the options available to them
	are aware of any limitations to their treatment options as a result of being under the care of the MHA