ABILITY TO SUPPORT PATIENTS EXPERIENCING EMOTIONAL DISTRESS

The competences relating to managing the emotional content of therapeutic input can be found in other frameworks (https://www.ucl.ac.uk/pals/research/clinical-educational-and-health-psychology/research-groups/core/competence-frameworks). This section will focus on the skills required for supporting patient with their emotional distress in inpatient settings.

Knowledge

An ability to draw on knowledge that patients receiving inpatient care are likely to be experiencing high levels of emotional arousal and distress
An ability to draw on knowledge that receiving inpatient care can contribute to the emotional distress experienced by patients due to (re)traumatisation and iatrogenic harm
An ability to draw on knowledge that addressing the emotional distress that patients are experiencing should be a primary goal of any inpatient intervention or treatment

Management of strong emotions

An ability to support the patient by helping them recognise and identify their distressing emotions	
An ability to help the patient identify the cause/triggers of their emotional distress	
An ability to address any causes/triggers of emotional distress which relate to the inpatient environment and removing/reducing them where possible	
An ability to help the patient process emotion, by collaboratively identifying and/or containing emotional levels that are too high (for example, anger, fear, despair) or too low (for example, apathy, depression)	
An ability to deal effectively with emotional issues that put the patient or others at risk (for example, excessive levels of anxiety, anger or hostility, or avoidance of strong affect)	
An ability to help the patient manage strong emotions (such as anger or extreme fear), for example, by:	
	working together to identify what is underlying the emotions and what they might be trying to communicate
	collaboratively deciding what might be the best way to manage these emotions and identify appropriate strategies (this can include things that the patient and staff can do)
When the patient's family and carers are participants in a session/meeting, an ability to help them to express and communicate how they are feeling	

Ability to reflect on the expression of behaviours and emotions

An ability to understand that the patient's emotional expression is a form of communication	
An ability to reflect on the meaning of the emotional expression and its relationship to the patient's current and past experiences	
An ability to describe the emotions being expressed by the patient, elicit their interpretations of its meaning, and discuss any such interpretations together	
An ability to reflect upon one's own emotional reaction to the patient's emotional expression, notice and impacts on your professional relationship	
	an ability to make use of supervision to reflect (and if need be act) on these issues