

# Qualification Unit

This unit forms part of a regulated qualification.

**Unit Title:** Principles of Person-Centred Approaches for Pharmacy Technicians

**Unit Reference Number:** J/617/8943

**Level:** Three (3)

**Credit Value:** Five (5)

**Minimum Guided Learning Hours:** 30

Learning Outcome (The Learner will):	Assessment Criterion (The Learner can):
1. Understand effective communication within pharmacy services	1.1 Describe the <b>main purpose of communication</b> with individuals in pharmacy services
	1.2 Summarise <b>responsibilities</b> of a pharmacy technician in relation to communication in pharmacy services
	1.3 Assess the importance of effective communication across organisations
	1.4 Describe the <b>basic principles of motivational interviewing</b>
	1.5 Explain <b>techniques for managing challenging situations</b>
	1.6 Describe <b>techniques for creating suitable environment</b> for open and confidential discussion with the individual or third party
	1.7 Explain the <b>challenges to communication</b> encountered within a pharmacy technician role
	1.8 Describe the <b>support and services</b> available to enable individuals to communicate effectively
2. Understand person-centred approaches in pharmacy services	2.1 Describe the principles of <b>person-centred care</b>
	2.2 Summarise <b>responsibilities</b> of a pharmacy technician in relation to person centred approaches

	2.3 Explain why <b>person-centred values</b> should influence all aspects of healthcare within and between a range of pharmacy services
3. Understand the role and responsibilities of the pharmacy technician in relation to safeguarding individuals	3.1 Define <b>safeguarding</b>
	3.2 Explain how <b>duty of care</b> contributes to the safeguarding of individuals
	3.3 Explain how to <b>recognise safeguarding concerns</b>
	3.4 Explain the process for disclosing or referring concerns about safeguarding
	3.5 Explain the <b>role and responsibilities</b> of the pharmacy technician in relation to safeguarding individuals

Indicative Content	
LO1	<p><b>Main purpose of communication:</b> Gaining consent; Involving others; Involving other professionals; Supporting others; Enabling others; Listening and understanding; Give information to individuals and other professionals; Advise on pharmacy related matters; Obtain information from individuals and other professionals; Adapt information for individuals and other professionals</p> <p><b>Responsibilities:</b> Legal; Organisational; Professional</p> <p><b>Basic principles of motivational interviewing:</b> Open questions; affirmation; reflection; summary</p> <p><b>Techniques for managing challenging situations:</b> build rapport and empathy; change the environment; defuse the emotion; explore options available; agree next steps; inform relevant others and/or other professionals</p> <p><b>Techniques for creating suitable environment:</b> quiet area away from distractions and other people; encourage open and honest discussion; promote confidentiality; respecting privacy</p> <p><b>Challenges to communication:</b> verbal vs non-verbal; social factors; cultural factors; religious beliefs; environment; disabilities; learning difficulties</p> <p><b>Support and services may include:</b> translation services; third sector organisations; support groups; training</p>
LO2	<p><b>Person-centred care:</b> respecting diversity; respect for values, preferences and needs; listening to the individual; providing information and education; involvement of individual, carers and key people in decisions about their care</p> <p><b>Responsibilities:</b> Legal; Organisational; Professional</p> <p><b>Person-centred values</b> include: Confidentiality; Individuality; Rights; Choice; Privacy; Independence; Dignity; Respect; Partnership; Care; Compassion; Courage; Communication; Competence</p>
LO3	<p><b>Safeguarding:</b> Refer to: Working Together to Safeguard Children 2018; current Care Act Statutory Guidance; whistleblowing</p> <p><b>Duty of care:</b> The duty to report any acts or omissions that could be detrimental to</p>

individuals, yourself, colleagues or your employer

**Recognise safeguarding concerns:** Signs and symptoms; behaviours

**Role and responsibilities:** trained to an appropriate level; familiar with local and national policies and procedures; Aware of who to contact in the health service, social services or the police in the event of a safeguarding concern; Familiar with the GPhC Standards for Pharmacy Professionals

**Effective safeguards** should be referred to in the context of safeguarding children and/or vulnerable adults.