

**Improving Access to Health Care for Migrants contributes to the following components of the Simplified Knowledge and Skills Framework 2010**



**Communication**

This dimension relates to effectively communicating the needs and requirements of patients, carers, staff and others to provide excellent care and service. Effective communication is a two way process. It involves identifying what others are communicating and the development of effective relationships as well as one's own communication skills.

	<b>Training Unit</b>	<b>Contribution to staff knowledge and skills</b>
<b>Level 1</b> <b>Communicate with a limited range of people on day-to-day matters</b>	Module D – Communication	Actively listens and asks questions to understand needs; Shares and disseminates information ensuring confidentiality where required; Keeps relevant and up to date records of communication.
<b>Level 2</b> <b>Communicate with a range of people on a range of matters</b>	Module A – Understanding Migration Module C – Reducing Barriers to Access Module D – Communication	Uses a range of communication channels to build relationships; Manages people's expectations; Manages barriers to effective communication; Improves communication through communication skills.
<b>Level 3</b> <b>Develop and maintain communication with people about difficult matters and/or in difficult situations</b>	Module A – Understanding Migration Module B - Culture Module C – Reducing Barriers to Access Module D – Communication	Identifies the impact of contextual factors on Communication; Adapts communication to take account of others' culture, background and preferred way of communicating; Provides feedback to others on their communication where appropriate.
<b>Level 4</b> <b>Develop and maintain communication with people on complex matters, issues and ideas and/or in complex situations</b>	Additional pdf training: Health, Roma, Safeguarding	Encourages effective communication between all Involved; Develops partnerships and actively maintains them; Anticipates barriers to communication and takes action to improve communication; Is proactive in seeking out different styles and methods of communication to assist longer terms needs and aims.

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**Service Improvement**

This dimension is about improving services in the interests of the users of those services and the public as a whole. The services might be single or multi-agency and uni or multi-professional. Improvements may be small scale, relating to specific aspects of a service or programme, or may be on a larger scale, affecting the whole of an organisation or service.

<p><b>Level 1</b>  <b>Make changes in own practice and offer suggestions for improving services.</b></p>		<p>Adapts own work and takes on new tasks as agreed and asks for help if needed;                  Passes on any good ideas to improve services to line manager or appropriate person;                  Alerts manager if new ways of working, policies or strategies are having a negative impact on the service given to users or the public.</p>
<p><b>Level 2</b>  <b>Contribute to the improvement of services</b></p>	<p>Module A – Understanding Migration                  Module B - Culture                  Module C – Reducing Barriers to Access                  Module D – Communication</p> <p>Additional pdf training:                  Health , Roma, Safeguarding</p>	<p>Discusses with team the likely impact of changing policies, strategies and procedures on practice. Also about changes the team can make and how to make them effective;                  Supports colleagues in understanding and making agreed changes to their work;                  Make suggestions to improve the service;                  Constructively identifies where new ways of working, policies or strategies are having a negative impact on the service given to users or the public.</p>
<p><b>Level 3</b>  <b>Appraise, interpret and apply suggestions, recommendations and directives to improve services</b></p>		<p>Identifies and evaluates potential improvements to the Service;                  Enables and encourages others to suggest change, challenge tradition, share good practice with other areas of the trust;                  Evaluates the changes made and suggests further improvements where needed;</p>
<p><b>Level 4</b>  <b>Work in partnership with others to develop, take forward and evaluate direction, policies and strategies</b></p>		<p>Involves and engages users of the service and others in discussions about service direction, improvements and the values on which they are based;                  Works with others to develop strategic plans and business objectives for the service. These need to be consistent with values, realistic, detailed and take account of constraints;                  Communicates values, strategic plans and service direction to</p>

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		<p>help all colleagues understand how they are affected. Also creates opportunities for people to contribute their views and ideas; Works with people affected by service improvements to evaluate the impact of the changes on the service.</p>
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**Quality**

This dimension relates to maintaining high quality in all areas of work and practice, including the important aspect of effective team working. Quality can be supported using a range of different approaches including codes of conduct and practice, evidence-based practice, guidelines, legislation, protocols, procedures, policies, standards and systems.

<p><b>Level 1</b> Maintain the quality of own work</p>		<p>Works within the limits of own competence and area of Responsibility and refers any issues that arise beyond these limits to the relevant people</p>
<p><b>Level 2</b> Maintain quality in own work and encourage others to do so</p>	<p>Module A – Understanding Migration Module C – Reducing Barriers to Access Module D – Communication</p>	<p>Works within the limits of own competence and area of Responsibility and accountability. Gets help and advice where needed; Works to support the team. Can be counted on when people ask for help or support; Prioritises own workload and manages own time to ensure priorities are met and quality is not compromised Uses trust resources and effectively and encourages others to do the same</p>
<p><b>Level 3</b> Contribute to improving quality</p>	<p>Module A – Understanding Migration Module B - Culture Module C – Reducing Barriers to Access Module D – Communication</p> <p>Additional pdf training: Health , Roma, Safeguarding</p>	<p>Promotes quality approaches making others aware of the impact of quality; Reviews effectiveness of own team and helps and enables others to work as a team; Prioritises own workload and manages own time in a manner that maintains and promotes high quality; Supports changes in own area that improves the quality of systems and processes.</p>
<p><b>Level 4</b> Develop a culture that improves quality</p>		<p>Alerts others to the need to improve quality; Works with others to develop and maintain high quality services role models quality delivery; Enables others to understand, identify and deal with risks to quality actively promotes quality in all areas of work</p>

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### Equality and diversity

It is the responsibility of every person to act in ways that support equality and diversity. Equality and diversity is related to the actions and responsibilities of everyone – users of services including patients, clients and carers; work colleagues; employees, people in other organisations; the public in general

<p><b>Level 1</b> Act in ways that support equality and value diversity</p>	<p>Module A – Understanding Migration Module B - Culture Module C – Reducing Barriers to Access Module D – Communication</p> <p>Additional pdf training: Health, Roma, Safeguarding</p>	<p>Acts in accordance with legislation, policies, procedures and good practice Treats everyone with dignity and respect allows others to express their views even when different from one's own Does not discriminate or offer a poor service because of others' differences or different viewpoints.</p>
<p><b>Level 2</b> Support equality and value diversity</p>	<p>Module A – Understanding Migration Module B - Culture Module C – Reducing Barriers to Access Module D – Communication</p> <p>Additional pdf training: Health</p>	<p>Challenges bias, prejudice and intolerance if appropriate or brings it to the attention of a manager Uses plain language when carrying out duties Aware of the impact of own behaviour on others.</p>
<p><b>Level 3</b> Promote equality and value diversity</p>	<p>Module A – Understanding Migration Module B - Culture Module C – Reducing Barriers to Access Module D – Communication</p>	<p>Interprets equality, diversity and rights in accordance with legislation, policies, procedures and good practice Actively acts as a role model in own behaviour and fosters a non-discriminatory culture Promotes equality and diversity in own area and ensures policies are adhered to Applies internal processes in a fair and equal way.</p>
<p><b>Level 4</b> Develop a culture that promotes equality and values diversity</p>	<p>Additional pdf training: Health, Roma</p>	<p>Actively promotes equality and diversity; Monitors and act on complaints around equality and diversity; Actively challenges unacceptable behaviour and discrimination; Supports people who need assistance in exercising their rights.</p>