

## **Managing Requests for Advice from Service Users and Carers**

Policy Statement on Students who are approached for advice by service users or carers in relation to care or treatment options

Students on placement are sometimes approached for advice by service users and/or their carers in relation to care or treatment options.

Students may be approached because they have established a rapport with the service user and/or their carers; they may also be approached to interpret for someone where they share a common language (including sign language).

Where a student is approached to advise or interpret for a service user and/or their carer, in relation to care or treatment, they **must always** refer the service user and/or their carer to the appropriate qualified member of staff. Where applicable, this will ensure that a professional interpreting service can be used to support communication of technical terms and concepts.

The aim of this policy is to ensure the best interests of service users, carers, the placement provider, the student's supervisor and the student by reducing the potential risk of miscommunication of care and/or treatment options.

**You are advised please to refer to the current guidelines on the [Working Time Directive](#).**