

SFHCMD7

Empower individuals with long term conditions to represent their views and organise their own support, assistance or action



Overview

This standard is about encouraging and supporting individuals with long term conditions to represent their own views and organise their own support, assistance or action related to accessing and utilising networks within the community. At the centre of the standard is the right of individuals with long term conditions to full social inclusion and the competence covers the role that service providers can play in facilitating this, empowering and enabling individuals with long term conditions to participate to the extent that they wish. This standard applies to those who work to promote the social inclusion of individuals with long term conditions within mainstream communities. This standard is relevant to those who provide proactive and co-ordinated Case Management. Here, Case Management means identifying and risk stratifying vulnerable, high-risk people with complex multiple long term conditions. Case Management should take place within the philosophy of enabling and promoting self care, self management and independence.

Users of this standard will need to ensure that practice reflects up to date information and policies.

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Performance criteria

You must be able to:

- P1 seek out and create opportunities for individuals to express their views and requirements for support, assistance or action
- P2 facilitate individuals in identifying and expressing their views and requirements
- P3 act in non-discriminatory ways which respect diversity
- P4 support people in obtaining relevant information to enable them to organise their own support, assistance or action
- P5 empower individuals in making arrangements for support, assistance and in taking action
- P6 if appropriate, accurately record an individual's expressed views and requirements to ensure their particular needs and preferences are addressed

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Knowledge and understanding

You need to know and understand:

- K1 factors affecting an individual's needs and/or abilities to organise support, assistance and to take direct action
- K2 factors which influence an individual's self-image and their willingness and interest in interacting with others
- K3 the types of support and assistance which individuals may need at different times and in different contexts and how to access these eg. day services, vocational services, respite
- K4 sources of information on networks and mainstream provision
- K5 what sorts of information individuals may need, how it is to be used and how confidentiality can be maintained
- K6 the assumptions and oppressions which surround different groups (such as sexism, ageism, hetero sexism, discrimination against those with mental health problems, learning disabilities and physical disabilities) and the problems of stigmatisation
- K7 why it is important for you and others to value difference and promote tolerance
- K8 how to challenge assumptions in a constructive way that raises awareness and
- K9 the forms which discrimination may take, the behaviours which may be expressions of these and how they may differ between different groups and indifferent settings
- K10 the possible effects of stereotyping, stigmatisation, prejudice and labelling on individuals
- K11 the causes of unequal access to mainstream provision and ways of resolving these
- K12 factors which may exclude individuals from provision and how to deal with these
- K13 what constitutes discrimination, both direct and indirect
- K14 your own values, beliefs and attitudes, and how they could impact on your work
- K15 why it is important to challenge discrimination and oppressive behaviour
- K16 how to challenge discrimination within and through your organisation's structures and outside of these
- K17 causes of discrimination and harassment
- K18 procedures for recording and reporting discriminatory practices and incidents
- K19 why it is important to follow actions taken through to completion and your role and that of others in ensuring this happens
- K20 the principles and values of recovery
- K21 current relevant legislation in relation to discrimination, and how to access it

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K22 the impact and effect of co-morbidities on the mental health of a person with a long-term condition

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Additional Information

External Links

This standard links with the following dimension within the NHS Knowledge and Skills Framework (October 2004):

Dimension: HWB4 Enablement to address health and wellbeing needs

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Suite Long Term Conditions - Case Management

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