

## SFHCMD9

# Challenge injustice and inequalities in access to mainstream provision for individuals with long term conditions



---

### Overview

This standard is about challenging injustice and inequalities in access to mainstream services for individuals with long term conditions. At the centre of the standard is the right of individuals with long term conditions to full social inclusion and the standard 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.

## SFHCMD9

### Challenge injustice and inequalities in access to mainstream provision for individuals with long term conditions

---

#### Performance criteria

*You must be able to:*

- P1 actively promote anti-discriminatory practice through your own behaviour and interactions
- P2 recognise discriminatory practices or incidents against individuals with long term conditions
- P3 follow organisational policy in challenging barriers to access to mainstream provision for individuals with long term conditions
- P4 communicate with those displaying discrimination in a way which recognises and deals with any assumptions they may have made about individuals with long term conditions
- P5 seek the support of relevant others in challenging inequalities of opportunity and access to mainstream provision for individuals with long term conditions
- P6 follow through to completion on actions taken to challenge injustice and inequalities

## SFHCMD9

### Challenge injustice and inequalities in access to mainstream provision for individuals with long term conditions

---

#### 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
- 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
- K22 the impact and effect of co-morbidities on the mental health of a person

## **SFHCMD9**

Challenge injustice and inequalities in access to mainstream provision for individuals with long term conditions

---

with a long-term condition

## SFHCMD9

Challenge injustice and inequalities in access to mainstream provision for individuals with long term conditions

---

### Additional Information

#### External Links

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

Dimension: Core 6 Equality and diversity

## SFHCMD9

Challenge injustice and inequalities in access to mainstream provision for individuals with long term conditions

---

**Developed by** Skills for Health

---

**Version number** 1

---

**Date approved** June 2010

---

**Indicative review date** June 2012

---

**Validity** Current

---

**Status** Original

---

**Originating organisation** Skills for Health

---

**Original URN** CM D9

---

**Relevant occupations** Health, Public Services and Care; Nursing and Subjects and Vocations Allie; Health Professionals; Healthcare and Related Personal Services

---

**Suite** Long Term Conditions - Case Management

---

**Key words** case management, community matrons, long term conditions

---