SFHCMG6
Work in partnership with communities to improve their health and wellbeing in a defined caseload

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Overview

This standard is about working in partnership with communities to sustain and improve health and wellbeing and reduce inequalities. 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   identify

    P1.1 the individuals or communities whose health and wellbeing is the focus of the assessment, including hard to reach groups

    P1.2 he aspects of health and wellbeing to be improved and the outcome measures for this

    P1.3 the other workers and agencies that will be involved in the assessment

    P1.4 how your role and responsibilities relates to the roles and responsibilities of others

P2   interact with communities in ways which

    P2.1 demonstrate that they are equal partners in improving health and wellbeing

    P2.2 encourage effective relationships and participation

    P2.3 respect people's roles and responsibilities

    P2.4 facilitates their involvement

    P2.5 enable them to think through and share their feelings about their health and wellbeing

    P2.6 facilitate opportunities for identifying health and wellbeing and related needs

P3   develop people's confidence in you so that they are able to think and say what they want to knowing that you will listen to them

P4   select and use methods and approaches for assessing health and wellbeing that

    P4.1 encourage people's active participation

    P4.2 facilitate a broad range of views

    P4.3 are sensitive to the culture of the community and the broader context in which it is set

    P4.4 ethically manage conflicting values

    P4.5 promote people's diversity and rights

    P4.6 engage their interest in improving health and wellbeing

    P4.7 are recognised as evidence-based good practice

    P4.8 are capable of gaining sufficient, valid and reliable information about the concerns and priorities of communities

    P4.9 are the most likely to develop a sufficient appreciation of the context of people's lives and of the opportunities, constraints and threats which affect them

    P4.10 make effective use of inter-agency and partnership arrangements

    P4.11 are sustainable and make effective use of resources

P5   identify in partnership with communities appropriate criteria for assessing the impact of their involvement

P6   collate and analyse the outcomes of the assessment appropriate to the

nature of the data and information

P7   report on the outcomes of the assessment to communities

P8   seek feedback on the soundness of the work and the extent to which it appropriately reflects the community's views.

P9   communicate effectively with individuals and communities using methods appropriate to those concerned

P10 work collaboratively with others when this will achieve improvements in health and wellbeing and is the most effective way to use resources

P11 identify in partnership with individuals and communities, and other workers and agencies

    P11.1 the concerns and interests of the individuals and community as a whole

    P11.2 the concerns and interests of particular groups within the community

    P11.3 the priorities of the community in improving health and wellbeing

    P11.4 the plans and resources which are needed to effectively address community concerns and priorities, including those which are needed to facilitate the participation of excluded/marginalised groups

    P11.5 how the policies, strategies, services, programmes and interventions will be taken forward and the timescales for doing this

    P11.6 the evaluation criteria for the policies, strategies, services, programmes and interventions

P12 produce accurate reports on agreements in formats and language that are useable by

    P12.1 the community and groups within the community

    P12.2 the worker's own agency

    P12.3 other agencies and groups

P13 use the analysis to inform

    P13.1 the implementation of policies, strategies, services, programmes and interventions

    P13.2 future community involvement in developing and evaluating assessment and planning processes and outcomes.

P14 identify and negotiate how individuals and communities will be involved in the implementation of policies, strategies, services, programmes and interventions

P15 develop with individuals and communities clear principles and guidelines about:

    P15.1 aims and objectives linked to health and wellbeing and related needs and issues

    P15.2 funding

    P15.3 timescales

    P15.4 deadlines

   P15.5 roles

   P15.6 responsibilities

   P15.7 standards

   P15.8 monitoring structures and systems

   P15.9 reporting and dissemination structures and systems

   P15.10 evaluation criteria

P16 offer development opportunities and resources appropriate to the community

P17 provide appropriate support and input consistent with

  P17.1 identified needs

  P17.2 evidence of effectiveness

  P17.3 availability of people

  P17.4 the allocation of resources

P18 encourage those whose needs are addressed by the development to

  P18.1 see its value

  P18.2 make best use of it

  P18.3 involve others

P19 work effectively with communities to monitor effectiveness and make recommendations for improvement

P20 identify in partnership with individuals and communities, and other workers and agencies

  P20.1 the qualitative and quantitative evidence on which the evaluation should be based given the agreed evaluation criteria

  P20.2 the evidence which is available from the implementation

  P20.3 the evidence that needs to be obtained specifically for the evaluation

P21 in partnership with individuals and communities put in place methods and approaches to gain valid and reliable evidence for evaluation

P22 review and discuss with individuals and communities

  P22.1 the evaluation criteria for the policies, strategies, services, programmes and interventions

  P22.2 the quality of the evidence available

  P22.3 what the evidence shows about the policies, strategies, services, programmes and interventions

  P22.4 how the policies, strategies, services, programmes and interventions have met their original aims and objectives

  P22.5 what should happen in the future

P23 contribute to the production of accurate evaluation reports in formats and language that are useable by

  P23.1 the community and groups within the community

  P23.2 the worker's own agency

  P23.3 other agencies and groups

P24 use the evaluation to inform the future development of policies, strategies, services, programmes and interventions

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Knowledge and understanding

You need to know and understand:

K1   the social construction of health and illness and how this affects people's perceptions

K2   the kinds of misinformation which people receive about health and wellbeing and how this can be counteracted

K3   stressors to health and wellbeing: biological; chemical; physical; social; psychosocial

K4   health needs including those which may remain hidden, why needs related to health and wellbeing may not be known (eg domestic violence)

K5   inequality and discrimination and their impact on health and wellbeing: how to recognise and address inequality and discrimination

K6   the range and forms which communication takes; the role which communication plays in maintaining identity

K7   the ways in which it is necessary to alter communication when working with different individuals, communities and agencies/ representatives of different agencies eg. housing, transport and voluntary agencies

K8   forms of injustice, discrimination and social exclusion globally, nationally and locally and the impact these have on the lives of individuals and communities and their relationships with others

K9   positive aspects, experiences, perspectives and impact of diversity and difference

K10 the significance of power and power relationships, and how to develop community based strategies for empowerment

K11 how to encourage and enable individuals, community groups and networks to challenge ideas, attitudes, stereotypes and behaviour constructively

K12 networks, channels of communication and dissemination of information

K13 the importance of self-determination and autonomy within community groups/networks

K14 principles and models of community development including both top-down approaches and community action approaches, how these have been put into practice; the effectiveness of the different approaches

K15 how to identify and evaluate potential areas of collaboration

K16 how your own behaviour and presentation may affect working relationships

K17 the importance of clearly agreeing the nature and extent of future contact

K18 principles and benefits of collaborative working and the importance of reaching agreements about roles and responsibilities and arrangements for decision-making

K19 the different models and processes which have been used for collaborative working by others and those which have proved successful in similar contexts

K20 the purpose of securing commitment to collaborative working; from whom commitment can best be obtained in different agencies and the purpose and means of enlisting the support of senior management

K21 how to develop and sustain effective working relationships with people; the benefits and costs of working collaboratively - across agencies and across disciplines

K22 how to end collaborative working relationships once their purpose has been served

K23 the different ways in which inter-agency working may take place on a spectrum of networking, cooperating, collaborating and integrating activities

K24 how collaborative working changes over time as agendas develop and people become familiar with the nature of the work, the effect which these changes have on the skill base needed amongst the partners of the work, and the support which the jobholder may be able to give them

K25 the needs and concerns of the different agencies and workers and how these can be best brought together to develop win-win agendas

K26 the purpose of identifying the nature and priorities of the different agencies and the issues which each face

K27 skills of negotiation and facilitation and how to develop and use these effectively

K28 skills of networking and liaison, how to develop and use these oneself and support others to do so

K29 how one's own work and work role interacts with others in related agencies and the benefits of working collaboratively - across agencies and across disciplines

K30 how teams and collaborative work evolve over time and the impact of this on relationships and effective working

K31 the specific legislation, guidelines of good practice, charters and service standards that relate to the work being undertaken and the impact of these on the work

K32 how to monitor, analyse and assess the implication of, and changes in, legislation and the regulatory environment and interpret and apply them to the work being undertaken

K33 the services, policies and priorities of the worker's agency and how it relates to other agencies in the sector

K34 the nature of the sector, and the nature, roles and functions of the principal agencies within it

K35 agency structures, functions, methods of communication and decision making processes in the agencies involved in the collaborative working

K36 the nature, aims, objectives, values, policies and systems of the worker's agency and how these differ from other agencies offering similar services

K37 how to monitor, analyse and evaluate implications of changes in the agency in which one works

K38   the application of the principles of equality, diversity and anti-discriminatory practice

K39   the need to develop one's own competence and skills in line with changes in knowledge and practice; how the worker's area and scope of practice are changing, the evidence which is available on the work and the implications of this for their own skill and knowledge base and how the worker has maintained their knowledge, skills and competence.

K40   methods of evaluating their own competence, determining when further support and expertise are needed and the measures taken to improve own competence in this area of work

K41   the nature, extent and boundaries of the worker's role and its relationship to others

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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: HWB1 Promotion of health and wellbeing and prevention of adverse effects on health and wellbeing

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