

# SFHGEN100

## Assist individuals to evaluate and contact support networks



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### Overview

This standard covers working with individuals to help them evaluate the applicability of mutual support networks to them. The networks may range from being loose and relatively unstructured to being more formal organisations which have clear objectives and structures. The support networks may be for individuals with health and well being needs, carers or family and friends.

As mutual support networks are one of the many, diverse forms of service provision which are available and are often capable of meeting individuals' needs in different ways, a key aspect of this standard is the promotion of diversity and encouraging support networks to be as effective, inclusive and self-managing as possible. You also need to consider throughout the process any conflicts which there may be between your role as a resource to a particular network and your broader role in meeting the individual's needs on an on-going basis.

This standard is for those who, as part of their job role, contribute to the establishment and running of support networks whether they are employed in the statutory, private or voluntary sector. 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 access sources of information on support networks and evaluate their effectiveness and comprehensiveness, and pass the information to relevant colleagues at a time when they are able to make best use of it
- P2 identify support networks which might be appropriate for the individual, through matching their needs, personal beliefs, preferences, interests and wishes, and you discuss these with the individuals concerned
- P3 encourage and support individuals to evaluate the relevance of the support network to meeting their own needs and its appropriateness for them, without pressurising them to join a support network if they do not wish to do so
- P4 provide individuals with the necessary details of the support network and encourage and support them to make contact with it consistent with your role
- P5 offer individuals who experience difficulty in accepting the diversity of people involved in a support network the appropriate support to accept diversity as a positive attribute
- P6 make clear the boundaries of your role in supporting the individual and the network to those who need to know
- P7 monitor and evaluate the effectiveness of a support network in meeting individual's needs

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### Knowledge and understanding

*You need to know and understand:*

- K1 why it is important to keep up-to-date information on support networks and those who hold information on them
- K2 the purpose of disseminating information on support networks to colleagues
- K3 the benefits which support networks may bring which it is harder for formal services to offer to individuals
- K4 the potential benefits to individuals of maximum independence in establishing and maintaining their own support networks
- K5 the range of existing support networks and the interest groups they serve
- K6 the range of needs which support networks meet
- K7 the variety of specialist skills and resources available within communities
- K8 who is likely to hold information on support networks and where this can best be accessed
- K9 the different needs which individuals may have of support networks and how they may benefit from them
- K10 how those acting in a carer or support role to individuals may be as much in need of support networks as the individuals themselves
- K11 the different types of information which individuals may require prior to committing themselves to a support network
- K12 the different ways in which individuals may express problems with existing support networks and how they may perceive these
- K13 how individuals may grow and develop through their contact with support networks and hence develop into supporting others
- K14 possible sources of difficulty or problems within or outside a support network including those which result from the involvement of workers and/or the organisation
- K15 the possibility of conflict between support networks and your agency and the implications of this for you and the individual
- K16 the power relationships that can exist between yourself and individuals and how these affect individuals' ability to act independently of you
- K17 methods of evaluating the appropriateness of support networks to meet different individuals' needs
- K18 how to support individuals to evaluate the relevance of support networks to them
- K19 how to encourage individuals to make use of support networks whilst recognising their right to make their own choices about their involvement
- K20 methods of effectively evaluating support networks both for meeting individual's needs and the longer term evaluation of that network to meet

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the needs of others

- K21 strategies that are likely to promote a stable network and how they can be sustained
- K22 methods of monitoring the performance of the network, and their relative advantages and disadvantages
- K23 methods of addressing difficulties and conflicts within the network and between the network and other agencies and individuals

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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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<b>Developed by</b>	Skills for Health
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<b>Version number</b>	1
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<b>Date approved</b>	March 2013
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<b>Indicative review date</b>	March 2018
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<b>Validity</b>	Current
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<b>Status</b>	Original
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<b>Originating organisation</b>	Skills for Health
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<b>Original URN</b>	MH4
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<b>Relevant occupations</b>	Healthcare professionals
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<b>Suite</b>	General Healthcare
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<b>Key words</b>	Support; networks; encourage; monitor; agency
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