

# SFHGEN101

## Enable support networks to develop their effectiveness



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### Overview

This standard covers working with support networks to enable them to develop their effectiveness in meeting the needs of individuals with health and wellbeing needs, carers or family and friends. The networks may range from being loose and relatively unstructured to being more formal organisations which have clear objectives and structures.

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 applies to 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 encourage existing support networks to make their services and experiences known to others
- P2 encourage individuals and groups to develop their own support networks only when there are no similar ones available in the area
- P3 evaluate requests from support networks which approach you for assistance for their appropriateness to your role and expertise and the extent to which you can provide support given other work commitments
- P4 respond promptly and courteously to requests even if you are not able to offer any assistance
- P5 provide assistance to networks that:
  - P5.1 is consistent with your role
  - P5.2 takes account of other work demands
  - P5.3 is agreed with members of the network
  - P5.4 promotes the independent nature of the support network and the rights of its members to make their own decisions
- P6 ensure that where you are asked to provide assistance which conflicts with other aspects of your work role, you clearly explain the reasons for not being able to act in this way to the support network in an appropriate manner
- P7 actively encourage support networks to establish arrangements for evaluating how well they are meeting their aims and objectives and meeting the needs of their identified target group
- P8 withdraw from assisting a network when it is capable of functioning effectively itself

### 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: G7 Capacity and Capability

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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>	MH5
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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; needs; carers
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