

SFHGEN107

Enable individuals and families to put informed choices for optimising their health and wellbeing into action



Overview

This standard is about enabling individuals and families to put their informed choices for optimising their health and wellbeing into action, and reviewing the effectiveness of their actions.

This standard applies to those who work closely with individuals and/or families to address issues that affect their health and wellbeing. This is likely to be a process that takes place over some time and requires the worker to develop effective working relationships with the individuals and families with whom they work. 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 individuals to be clear about the choices which they have made and the reasons for their chosen course of action
- P2 explore the implications of the choice with the individual in a manner which encourages them to understand the impact of it on their daily life and any difficulties which might arise
- P3 clarify the range of support mechanisms which will be available to the individual and provide them with any necessary information
- P4 explore the methods available to enable the individual to put their informed choices into action with them
- P5 support the individual to choose methods that are appropriate to the agreed course of action and agree these with the individual and any others who will be involved in their implementation
- P6 use selected methods in a manner appropriate to the individuals concerned and in a way which encourages them to put their informed choices into action
- P7 maintain contact to a level which offers the amount of support necessary for the individuals concerned and is realistic given other factors
- P8 encourage individuals to seek further support when they are in need of it
- P9 acknowledge and respect individuals' right to change their minds and consider alternative approaches
- P10 actively encourage individuals and families to take a full and active part in the review process
- P11 review the outcomes from putting their informed choices into action and the effectiveness of these with the individual in an appropriate manner, level and pace
- P12 reach agreement with those involved as to any changes which need to be made in how they address issues and the support they receive
- P13 encourage and support individuals to consider the implications of any changes in the actions they are going to take and who is involved
- P14 actively encourage those involved to offer their opinions and suggest ways in which they might improve the process
- P15 maintain accurate, legible and complete records of:
 - P15.1 the choices made and the actions agreed
 - P15.2 the review process
- P16 encourage and support individuals to:
 - P16.1 reflect on their own concerns for their health and wellbeing

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- P16.2 realise the potential for change
- P16.3 identify and explore their own personal beliefs and preferences in relation to their health and wellbeing, what they value most in their lives and how these may inter-relate
- P16.4 identify their own priorities in relation to their health and wellbeing
- P17 discuss individual's priorities for their health and wellbeing and confirm that you have interpreted them correctly by reflecting back to them
- P18 ensure that when you are working with a family, you adopt processes which allow the different members to identify their own concerns, beliefs and priorities and make their own decisions
- P19 explore and discuss the various options which are available for meeting the agreed priorities, together with the implications of each
- P20 check that the options discussed are feasible for the people concerned
- P21 ensure that when an individual makes choices which involve risks, you explain this in a manner which is supportive of the individual concerned and is not critical of them
- P22 encourage individuals to select options which are capable of being implemented and to which they are committed

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Knowledge and understanding

You need to know and understand:

- K1 holistic concepts and approaches to health and wellbeing
- K2 why it is important for the individual, not the worker, to control the progress and content of discussions and how to make suggestions and offer advice in a manner that is supportive and non-directive
- K3 why it is important to create an honest and trusting relationship with the individuals concerned and how this can be achieved
- K4 why it is important to revisit the decisions made and the steps taken and to confirm the individual's aims and goals
- K5 why it is important to include families and others affected in the review process
- K6 the key points in a review process and why these are all important
- K7 the range of support mechanisms and services available locally and sources of further information about them and what they do
- K8 agency procedures for accessing support and resources provided by other agencies/ organisations
- K9 the inter-relationship between socio-economic factors and health and wellbeing
- K10 the inter-relationship between personal factors and health and wellbeing
- K11 the difficulties of identifying cause-and-effect relationships in issues to do with health and wellbeing
- K12 the kinds of misinformation which people receive about health and wellbeing and how this can be counteracted
- K13 your own beliefs about social and personal factors and health and wellbeing and how this may affect your work
- K14 the judgements which may come into play when making information available to people and how this may display discrimination
- K15 the possible implications of individuals' honesty in discussing issues for any others who may be present and how to help others address and express their feelings
- K16 how culture, beliefs and preferences can affect an individual's willingness to discuss issues and the strategies which may be used to encourage them to do so
- K17 how individuals' and families' needs and interests may be affected by their current level of knowledge and understanding, their personal beliefs and values, their previous experiences and how they use services and the situation in which they find themselves
- K18 how working with a group differs from working with an individual and the

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key factors in successful group work

- K19 the importance of peer support in achieving change
- K20 learning styles and strategies
- K21 the individual's circumstances, the options they have considered, the decisions that they have made and the steps that they have taken to address issues affecting their health and wellbeing
- K22 the cyclical nature of the implementation process, its stages and milestones
- K23 strategies for encouraging individuals to discuss issues openly and honestly
- K24 how to respect and acknowledge others' priorities in relation to their health and wellbeing and their right to refuse advice and information
- K25 how to demonstrate support through verbal and non-verbal means
- K26 how to confirm the individual's understanding of information which they receive and how lack of comprehension may affect the choices which they make
- K27 strategies for encouraging individuals to recognise their ability to make changes
- K28 methods of evaluating the feasibility of the individual's identified options and of supporting the individual to do this themselves
- K29 strategies for encouraging family members and friends to be involved in supporting the individual
- K30 strategies for helping people maintain their commitment to change
- K31 methods and strategies for coaching and training the individual and for them to use themselves
- K32 how to ask open questions and encourage individuals to think through options
- K33 how to encourage individuals to learn and develop
- K34 methods of encouraging the participation of individuals, their families and others affected by the individual's choices and actions or involved in helping the individual put their choices into action
- K35 how to arrange the immediate environment to make it conducive to the review process
- K36 how to help individuals consider and identify factors contributing to the success and failure of their actions and why it is important to guard against making simplistic judgements of cause and effect
- K37 methods of recording individual's views and comments and the uses to which the individual can put those records

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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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Developed by	Skills for Health
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