

# SFHGEN121

## Monitor and review changes in environments and practices to promote health and wellbeing



### Overview

This standard covers monitoring changes in environments and practices themselves, changes in health and wellbeing as a result of changes to environments and practices and the effectiveness of different strategies for improving environments and practices.

The environments may be homes, workplaces, public places, or the broader environment such as towns, housing estates and the countryside.

Environments will also cover social, cultural and aesthetic aspects as well as physical aspects and the interaction of people with their environment.

The term 'practices' is used to describe significant activities which take place within the environment, including:

- a) how the environment is used
- b) interpersonal relationships
- c) initiatives that will increase the capacity of those who live in, work in or otherwise use the environment to promote health and wellbeing.

This standard applies to anyone who works in the health sector in a role which requires them to monitor and review changes in environments and practices, whether they are working on their own or as part of a team. 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 monitor environments and practices at regular intervals to identify the nature and extent of improvements
- P2 undertake monitoring in a way which does not detract from the need for continuous service provision and is capable of:
  - P2.1 scanning the whole of the developments
  - P2.2 identifying particular difficulties
  - P2.3 identifying actual or potential problems
- P3 take appropriate action to solve problems as soon as possible whilst maintaining the overall direction of the planned changes
- P4 consult stakeholders without delay to reconsider plans when monitoring indicates that this is necessary
- P5 give appropriate support to those experiencing problems in making improvements to environments and practices when it can be of most use
- P6 communicate progress to those involved in a manner which emphasises the achievements made and encourages them to remain committed
- P7 review information from the monitoring of changes in environments and practices in order to determine:
  - P7.1 the outcomes achieved
  - P7.2 the extent to which outcomes meet agreed plans and objectives
- P8 identify achievements and shortfalls and determine the probable reasons for these
- P9 identify the extent to which plans need to be modified to keep pace with trends and developments
- P10 develop recommendations for continuously improving environments and practices which strike the best balance between:
  - P10.1 achievements
  - P10.2 shortfalls
  - P10.3 trends and developments
- P11 produce clear, concise and accurate evaluation reports and disseminate them to the appropriate people within agreed timescales
- P12 offer recommendations to stakeholders at a time suitable for their use and in a form which:
  - P12.1 states the likely perceived benefits
  - P12.2 relates to their interests, priorities and extent of involvement in improvements

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P12.3 specifies the resource implications of the recommendations

P12.4 states the risks of inaction

P13 check that stakeholders understand the information provided and offer further information or clarification when required

P14 ensure that when stakeholders do not agree or cannot commit themselves to the recommended courses of action, you re-negotiate plans until overall agreement is gained

P15 record the agreed action plans accurately and completely and send them to stakeholders without delay

P16 take the appropriate actions to put agreed recommendations into practice

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### Knowledge and understanding

*You need to know and understand:*

- K1 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
- K2 codes of practice which support the implementation of legislation, such as in relation to health and safety
- K3 how to monitor, analyse and assess the implication of, and changes in, legislation and the regulatory environment
- K4 legal and organisational requirements related to the collection and use of data
- K5 codes of practice and protocols about confidentiality and information sharing between organisations working in partnership
- K6 the importance of evidence-based practice and why it is important to use evidence from research about what is effective
- K7 the importance of communicating progress and emphasising achievements
- K8 the services, policies and priorities of your own organisation and how these relate to the services, policies and priorities of other organisations working to promote health and wellbeing
- K9 the purpose of monitoring and reviewing changes in environments and practices
- K10 how the effectiveness of different strategies in improving environments and practices can be assessed
- K11 how trends and development may affect action plans and the focus of improvements
- K12 who may have an interest in the environment and practices concerned, both directly and indirectly
- K13 the tensions that may exist between your professional concerns and interests, the concerns and priorities of your agency and the concerns and priorities of the groups, organisations and communities with whom you are working, and ways of managing these tensions
- K14 the ways in which communication can be modified and altered for different needs, contexts and beliefs to ensure understanding
- K15 the effect of environments and contexts on effective communication and strategies for better communication
- K16 your own role and responsibilities and from whom assistance and advice should be sought if required
- K17 how personal beliefs and preferences affect how individuals live and the

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choices they make

- K18 the range of issues which people and organisations are likely to experience when they are seeking to change and improve environments and practices and ways of dealing with these
- K19 the range of actions which may need to be taken once recommendations and plans of action are agreed
- K20 your role in taking forward different recommendations and your responsibility to others in doing so
- K21 how to monitor and scan development and identify difficulties and potential or actual problems
- K22 how changes in environments and practices may not only have an effect on the environments and practices themselves but also on health and wellbeing
- K23 the concept of continual improvement and how to work with people to encourage them to understand this and not feel they are always being criticised
- K24 how to determine the necessary frequency with which environments and practices need to be monitored
- K25 the need for appropriate, accurate and contemporaneous documentation
- K26 how to assess achievements and shortfalls in the improvement of environments and practices
- K27 how to determine the extent to which plans need to be modified to keep pace with trends and development
- K28 how to present the outcomes of reviews in forms which are suitable for the audiences who are to use them
- K29 how to consult with and engage stakeholders in ways that encourage ownership of the process and outcomes
- K30 the issues and concerns which individuals, families, groups and communities have in relation to environments and practices and how there may be tensions between these
- K31 how to develop proposals which acknowledge the competing interests of different groups and enable them to move forward to their mutual benefit
- K32 how to offer appropriate and constructive support to those who misinterpret or query information
- K33 how to sustain and encourage motivation for continual improvement

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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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<b>Relevant occupations</b>	Healthcare professionals
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