SFHMH21
Support people with mental health needs in crisis situations

Overview

This standard covers supporting people with mental health needs in a crisis situation by engaging with the person in a sensitive and facilitative manner to establish what has happened in their life to lead to the crisis. Ascertaining expressed wishes for crisis management in their person centred plans and support them in actioning these.

You will need to assess the urgency for action and ensure the person has timely access to appropriate mental health crisis services. This standard applies to practitioners who support people with mental health needs in crisis situations. 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   undertake consultation with relevant colleagues in a crisis situation

P2   form relationships with the person, carers and their significant others to explore and make sense of their distress and their experiences of the crisis situation

P3   work alongside the person in a crisis situation to engender trust and reduce their distress and meet their physical and safety needs

P4   receive and appropriately record requests to respond to a crisis situation following legal and organisational procedures

P5   assess the urgency of need and response required

P6   access any information that may be relevant to the request for action

P7   discuss the request and possible actions with all appropriate people and organisations

P8   where possible, agree an appropriate course of action with your supervisor or manager and ensure access to supervision is available to you to enable you to address your own feelings regarding stressful or uncertain circumstances

P9   assess the situation, including risks to people, families, carers, groups, communities, yourself and other workers and colleagues, and take appropriate action

P10   in the event of legal powers being necessary, inform, clarify and explain to the person, in a way that can be understood:

     P10.1   their rights

     P10.2   the rights of others in their networks

     P10.3   the basis of the legal powers involved

     P10.4   any legal procedures that might follow and their stages and processes

P11   promote the principles of mental health legislation in all crisis interventions to support and protect the person

P12   share information according to legal, policy and procedural requirements

P13   identify, justify and record the need for, and the type of, legal and procedural interventions necessary to address the crisis

P14   identify any needs which require immediate attention

P15   collect, analyse, collate and evaluate feedback on actions from all relevant people and organisations

P16   reflect on your own decisions to follow a particular course of action and the consequences of that action

P17   actively participate in reflection and supervision following crisis situation

P18　work alongside the person to identify additional support needed to prevent further crises

P19　provide feedback from the evaluation to relevant people in a usable and accessible form

P20　 record, and use review outcomes to inform:

    P20.1　future plans for people, families, carers, groups and communities

    P20.2　your own work

    P20.3　the work of your own team and organisation

    P20.4　the work of other teams and organisations

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K1 the current national legislation, guidelines and local policies and protocols which affect your work practice

K2 the impact of the broader social environment on individuals

K3 principles about balancing the rights of people, families, carers, groups and communities with the interests of society and the requirements of practice

K4 relevant policies on diversity, discrimination and promoting independence/autonomy of adults, children, families, groups and communities, and research on their effectiveness

K5 the possible impact of psychological and sociological welfare on :

K5.1 human growth and development and the factors that impact on it

K5.2 mental health and well being

K5.3 social interactions and relationships

K5.4 discrimination and oppression

K5.5 human behaviour

K5.6 risks of harm to people, families , groups and communities

K6 the range of national and local resources and services available

K7 organisational policies and procedures for crisis and risk management

K8 theories, models and evidence based approaches to crisis management

K9 how to access and use information and communications technology and other electronic systems that may help in planning and review

K10 your own role, values and responsibility and how this relates to supporting people in crisis situations

K11 ethical dilemmas and conflicts of interest and their implications on your practice

K12 respect for, and the promotion of:

K12.1 each person as an individual with unique values

K12.2 independence and quality of life for people, whilst protecting them from harm

K12.3 dignity and privacy of people, families, carers, groups and communities

K13 how to communicate effectively with person, carers, family and colleagues

K14 the importance of valuing, recognising, respecting and promoting the diversity, expertise and experience of people with mental health needs and their significant others

K15 how to maintain the trust and confidence of people, families, carers,

groups and communities by communicating in an open, accurate and understandable way

K16 strategies to challenge discrimination, disadvantage and other forms of inequality and injustice

K17 theories about the impact of discrimination, and methods of working with diversity

K18 methods of working with people who may need to access these services

K19 the importance of clinical supervision and how to access this

K20 sources of evidence based and values based practice

K21 theories, methods and evidence based approaches for promoting personal, social and emotional well being

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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: HWB3 Protection of health and wellbeing

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