

SFHHM22

Maintain active continuing contact with people with mental health needs and work alongside them in their recovery journey



Overview

This standard covers working alongside people with mental health needs to review their mental health, related needs and strengths over time and to identify and agree changes to their plans and to reflect progress made and any changes in the person's needs and circumstances.

The on-going review of the appropriateness and effectiveness of plans is a fundamental aspect of supporting people in their recovery journey.

This standard applies to those who are responsible for maintaining contact and working with people with mental health needs to review their progress and on-going needs. 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 communicate with people in a manner which:
 - P1.1 acknowledges their experiences and the impact of their mental health upon them and those close to them
 - P1.2 is appropriate to them
 - P1.3 encourages an open exchange of views and information
 - P1.4 minimises any constraints on communication
 - P1.5 is free from oppression and discrimination
 - P1.6 promotes the person's recovery
- P2 offer people clear and accurate information on:
 - P2.1 your role and responsibility
 - P2.2 any information which is needed from them
 - P2.3 why the information is needed and how it will be used
 - P2.4 who will have the right of access to the information which they provide
 - P2.5 details of how to contact you and who to contact should you be unavailable
- P3 agree arrangements for maintaining contact which respect the person's preferences and your own role and responsibilities
- P4 review contact with the person based on changing circumstances identified and discussed with the person
- P5 take appropriate action to re-establish relations or remove obstacles to engagement when contact has broken down or become untenable
- P6 offer people and significant others the opportunity to discuss their experiences and express any concerns they have about their mental health and related needs and how these have been met
- P7 work with the person to evaluate the risks associated with different courses of action to assist them in maximising their chances of success and minimise the disruptive impact on their lives if things do not go to plan
- P8 work with the person in identifying changes to their needs and circumstance, and support them in taking risks in pursuing their ambitions
- P9 enable people to identify changes in their needs and circumstances that may require alterations to existing service specifications and plans
- P10 agree any changes which need to be made to the plan with those involved

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P11 ensure your records of contacts with people, the review process and outcomes:

P11.1 are accurate, legible and complete

P11.2 contain only the information necessary for the record's purpose

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Knowledge and understanding

You need to know and understand:

- K1 the current national legislation, guidelines and local policies and protocols which affect your work practice
- K2 any statutory requirements relating to maintaining contact with people within your care
- K3 the impact of mental illness on people and those close to them and how person centred approaches can support them in making positive changes in their lives that will help their journey of recovery
- K4 how to communicate effectively in the appropriate medium to meet any recipients needs and preferences
- K5 the importance of valuing, recognising, respecting and promoting the diversity, expertise and experience of people with mental health needs and their significant others
- K6 why it is important to establish and maintain active continuing contact with people with mental health needs to support them in their recovery journey
- K7 recognising the expertise of people accessing services and your role in supporting their recovery
- K8 different models of support and their respective strengths and weaknesses
- K9 evaluation of service delivery and dissemination of relevant information as appropriate to facilitate optimal future services for people accessing support
- K10 the importance of recognising and building on peoples' own particular strengths, aspirations and resources in the journey of recovery and development of self- management skills
- K11 your own role, values and responsibility and how this relates to maintaining a recovery focused relationship
- K12 procedures for recording, storing and sharing information and the legislation and protocols related to this

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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: HWB2 Assessment and care planning to meet people's health and wellbeing needs

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