

SFHHM3

Work with service providers to support people with mental health needs in ways which respect their values and promotes their rights



Overview

This standard covers working with service providers to enable them to support people with mental health needs to access and use their services in way which respect their values and promotes their rights. The services may be within mental health or may be other mainstream services such as education, housing, other health or social care services. 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 approach those services that have been agreed with people with mental health needs and discuss with them:
 - P1.1 the person's needs for services and support
 - P1.2 the person's strengths, aspirations and resources
 - P1.3 the services and support they may be able to offer the person
 - P1.4 aspects of the person's mental health needs which might present challenges in their work with the individual
- P2 enable providers of other services to understand factors in the person's background which affect their mental health and behaviour and encourage them to meet with the person
- P3 promote good practice in supporting people with mental health needs to protect their rights and choices and challenge discriminating practice or services
- P4 identify cases of abuse and or neglect and understand the reporting mechanisms
- P5 provide the appropriate support to the person in making any necessary preparations to meet with the service provider
- P6 provide accurate and evidence based answers to other workers' questions about how they can best work with the person
- P7 provide workers and services with accurate and complete information on:
 - P7.1 how and when they should contact you
 - P7.2 your role and responsibilities and the assistance you can offer to the service in working with the person
 - P7.3 how the services and associated support that they are providing contributes to the overall health and well-being of the person and any other interventions they are receiving
 - P7.4 what to do if they have concerns
- P8 maintain contact with workers and services to a level that enables any issues to be identified and until they gain confidence in, and knowledge of, working with the person
- P9 take the appropriate actions to address any issues that undermine the effectiveness of the services offered
- P10 encourage service providers to offer feedback on progress, the effectiveness of their work with people with mental health needs and their feelings about their contribution
- P11 communicate with services in a way that emphasises their role as partners in the process

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P12 complete, clearly and accurately, the necessary records related to linking in people with other services

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Knowledge and understanding

You need to know and understand:

- K1 the relationship between physical, social, psychological and emotional development and behaviour and associated patterns
- K2 the effect of mental illness on peoples' ability to form relationships
- K3 the issues and hazards that affect people with mental health needs in society, how they can manage these and the sort of assistance they need
- K4 the impact of the broader social environment on people with mental health needs
- K5 the different types of services that may be needed by people with mental health needs, the availability of these services and the forms of support they offer people
- K6 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
- K7 the importance for a person's recovery and development of self- management skills, of matching different types of services appropriately to their circumstances and values
- K8 the importance of valuing, recognising, respecting and promoting the diversity, expertise and experience of people with mental health needs and their significant others
- K9 the benefits and drawbacks of the different types of services for people with different mental health and related needs and issues
- K10 who offers the different types of services locally and more widely
- K11 how to communicate effectively in the appropriate medium to meet any recipients needs and preferences
- K12 the agencies that need to be involved in developing services for those with mental health needs
- K13 the factors that need to be taken into account when negotiating access to services for people with mental health needs including risks to the person and risks to others
- K14 the rights which people have in relation to their entitlement to and choice of mainstream services
- K15 how to evaluate services that are provided for people to identify those which have been successful in meeting their various needs
- K16 the current national legislation, guidelines and local policies and protocols which affect your work practice
- K17 referral routes into and between different services

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- K18 how to utilise local service planning forums, where possible working in partnership with service users and service user organisations, to improve provision for people with mental health needs
- K19 partnership working between different agencies including service user organisations, which can support people in accessing and using mainstream services
- K20 the role of the agency and its services and how they relate to other agencies and services in mental health and other sectors with which you work
- K21 the agency's values and how these affect its work with people who use services and with other service providers
- K22 the agency's policy and procedures regarding confidentiality of information and the disclosure of information to third parties, and the specific circumstances under which disclosure may be made
- K23 your own role and responsibilities and from whom assistance and advice should be sought if you are unsure
- K24 your own values and how these affect your work with individual service users and with other service providers
- K25 the options you considered in your work and the knowledge base and reasoning processes you used in relating to different people
- K26 how to evaluate your own competence, determine when further support and expertise is needed and the measures which may be taken to improve your own competence; how to evaluate the effectiveness of your own actions and learn from experience
- K27 how to inform and consult with others on problems and proposals and encourage others to offer ideas and to be open to challenge about these ideas
- K28 the issues relating to the promotion of dignity and respect and the prevention of abuse and neglect

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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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