

SFHHM67

Encourage stakeholders to see the value of improving



Overview

This standard covers encouraging stakeholders to see the value of improving environments and practices. The environments may be homes (e.g. private, supported housing, care homes), workplaces, public places (e.g. hospitals, health centres, day centres, play or youth facilities), 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, i.e. the ecological environment. The term 'practices' is used to describe significant activities which take place within the environment, including:

1. how the environment is used, e.g. working or domestic practices, therapeutic activities, public access and use, routine activities
2. interpersonal relationships
3. initiatives that will increase the capacity of those who live in, work in or otherwise use the environment to promote mental health and well-being

This standard applies to anyone who works in the mental health sector in a role in which they need to gain the support of stakeholders to improve environments and practices to promote mental health.

Users of this standard will need to ensure that practice reflects up to date information and policies.

SFHHM67

Encourage stakeholders to see the value of improving

Performance criteria

You must be able to:

- P1 identify all stakeholders with a legitimate interest in the environments and practices
- P2 accurately assess the vision and commitment of stakeholders to improving environments and practices to promote mental health
- P3 encourage stakeholders to think through and make explicit their aims, commitments and concerns about improving environments and practices
- P4 identify any inconsistencies in stakeholders' aims, commitments and concerns and bring these to their attention in a manner which is likely to facilitate future discussions
- P5 share known evidence of the effects of environments and practices on the mental health of different people using methods which promote the identification of local issues, solutions and obstacles to change
- P6 present the outcomes of assessing environments and practices in a style and at a level appropriate to the stakeholders
- P7 propose realistic and sustainable ways of improving environments and practices in
 - P7.1 manner which emphasises:
 - P7.2 their advantages and added value to the different stakeholders
 - P7.3 the need for stakeholders' interest and action
- P8 acknowledge and effectively counter objections to proposals for improvement with alternative views and benefits
- P9 acknowledge the legitimacy of different views while maintaining a clear focus on the need for environments and practices which promote mental health
- P10 explain the legitimacy of other stakeholders' concerns and interests when a stakeholder disregards the views of others
- P11 encourage stakeholders to:
 - P11.1 work together towards an agreement for improving environments and practices
 - P11.2 take joint ownership of the issues
 - P11.3 take joint responsibility for actions in this area
 - P11.4 work in collaboration as partners

SFHHM67

Encourage stakeholders to see the value of improving

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 the importance of evidence-based practice and why it is important to use evidence from research about what is effective
- K5 the purpose of communicating progress and emphasising achievements
- K6 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 mental health
- K7 the sources of information, advice and expertise that are available to support implementation of action plans and how to access relevant information/documentation
- K8 who are the stakeholders in the area of practice in which you work
- K9 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
- K10 your own role and responsibilities and from whom assistance and advice should be sought if required; the importance of being self aware and knowing when to seek assistance
- K11 the contractual arrangements relating to the services and support you offer
- K12 the range of issues which people and organisations are likely to experience when they are seeking to change and improve environments and practices
- K13 the different ways of supporting stakeholders in improving environments and practices and their applicability in different contexts and with different people
- K14 ways of promoting mental health in environments and practices
- K15 the different, and perhaps competing, interests which stakeholders may have
- K16 how to challenge effectively the views and interests of others, whilst respecting their rights to hold such views and asserting one's own views
- K17 how to encourage people to recognise and respect the views of others
- K18 how to encourage people to work towards an agreement which is in their mutual interest, to take ownership of the issues and to take responsibility for their actions

SFHHM67

Encourage stakeholders to see the value of improving

- K19 obstacles to change and the reasons for them
- K20 how to encourage people to think past obstacles to change and gain the confidence and interests to move forward
- K21 the plans and processes which need to be put in place to enable people to manage change
- K22 effective change management processes and how these may differ in different contexts and settings
- K23 how to adopt an approach and working style which is supportive of change
- K24 how to support people in developing priorities for change
- K25 how to evaluate options and how to determine the best option for the circumstances
- K26 how to develop courses of action which meet the identified needs and perspectives
- K27 the level of detail which is necessary in action planning
- K28 the purpose of recording action plans and confirming them with stakeholders and how to achieve this
- K29 how to effectively disseminate action plans and who needs to receive them
- K30 how to determine the necessary frequency with which people need to be contacted
- K31 the ways in which issues can be turned round to develop solutions and move practice on
- K32 how to monitor progress and identify problems
- K33 how to recognise achievements in ways that are appropriate to those concerned and the nature of the achievements

SFHMH67

Encourage stakeholders to see the value of improving

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

SFHHMH67

Encourage stakeholders to see the value of improving

Developed by	Skills for Health
Version number	1
Date approved	June 2010
Indicative review date	June 2012
Validity	Current
Status	Original
Originating organisation	Skills for Health
Original URN	MH67
Relevant occupations	Nursing and Subjects and Vocations Allied; Healthcare and Related Personal Services
Suite	Mental Health
Key words	mental health, care programmes, outreach, service user, managing violence, advocacy