**SFHPHP43**
Work with individuals and others to minimise the effects of specific health conditions

**Overview**

This standard covers working with individuals and others to minimise the effects of specific health conditions. The conditions might relate to: a specific disease (e.g. respiratory disease, diabetes, arthritis); allergies; those with suppressed immune systems.

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

# SFHPHP43
# Work with individuals and others to minimise the effects of specific health conditions

## Performance criteria

*You must be able to:*

P1 keep up-to-date with the range, application, effectiveness and public perception of interventions to manage the condition

P2 communicate with individuals in a manner that
    P2.1 is appropriate to them
    P2.2 encourages an open and frank exchange of views
    P2.3 minimises any constraints
    P2.4 is free from discrimination and oppression

P3 explain clearly
    P3.1 the nature of the condition and the effect it may have on the individual
    P3.2 your role in providing initial support
    P3.3 when and how to contact the worker in the future

P4 support individuals to
    P4.1 express their feelings in ways that are most appropriate to them
    P4.2 ask questions and clarify their understanding of the information provided
    P4.3 think through the support they are likely to receive from their family, friends or community members
    P4.4 gain information and support from others when you are unable to provide it

P5 respond to individuals truthfully and in an open manner

P6 identify if individuals need immediate practical help and organise this if it is necessary, liaising with other agencies when it is appropriate

P7 provide timely information to individuals about their condition and how it is developing

P8 enable individuals to explore, at their own pace, the physical, psychological and social effects that their condition has had on aspects of their lives

P9 reassure individuals that although their exact feelings and reactions are unique to them as individuals, they are normal and common responses to experiencing the condition

P10 encourage individuals to identify
    P10.1 what would help them to manage their condition
    P10.2 their feelings about their condition and its impact on them and others close to them
    P10.3 what kinds of support they need
    P10.4 what they feel able to manage themselves and where they need help from others

P11 explain clearly the options for support and other services available from the worker's own agency and those available from other agencies

P12 agree with individuals how their needs will be met and make the necessary arrangements

P13 organise promptly the involvement of other agencies, when this is appropriate, ensuring that individuals give their informed consent to the sharing of information about their circumstances

P14 seek advice from an appropriate colleague if the worker is unsure what action to take

P15 make clear and accurate records of discussions and agreements and share them with the individuals

# SFHPHP43
# Work with individuals and others to minimise the effects of specific health conditions

## Knowledge and understanding

*You need to know and understand:*

K1   the social construction of health and illness and how this affects people's perceptions

K2   the kinds of misinformation which people receive about health and wellbeing and how this can be counteracted

K3   stressors to health and wellbeing: biological; chemical; physical; social; psychosocial

K4   the health needs including those which may remain hidden, why needs related to health and wellbeing may not be known (e.g. domestic violence)

K5   inequality and discrimination and their impact on health and wellbeing: how to recognise and address inequality and discrimination

K6   specific health conditions - their nature, diagnosis and prognosis

K7   the effects of specific health conditions on individuals and the people that are significant to them

K8   the different ways of managing specific health conditions

K9   the agencies and practitioners involved with managing specific health conditions

K10  the concept of the `expert patient' and how this should affect practice when working with people with specific health conditions

K11  the range and forms which communication takes; the role which communication plays in maintaining identity

K12  the ways in which it is necessary to alter communication when working with different individuals, communities and agencies

K13  the significance of power and power relationships (within groups), and how to develop community based strategies for empowerment

K14  community support groups: the range of support groups and services available locally and sources of further information about them and what they do; where to access further information about the range of support mechanisms that are available; agency procedures for accessing support and resources provided by other agencies/organisations (such as counselling services, social care services)

K15  forms of injustice, discrimination and social exclusion globally, nationally and locally and the impact these have on the lives of individuals and communities and their relationships with others

K16  the positive aspects, experiences, perspectives and impact of diversity and difference

K17  adult learning styles and how to tailor training and support to individual/group needs

K18  theories and models of experiential learning

K19  methods of encouraging reflection on experience

K20  barriers to learning and strategies to overcome them

K21  how to identify and use learning opportunities for individuals, community groups, networks and communities which promote problem solving and experimentation

K22  the importance and value of evaluation and accurate and balanced feedback in the learning process

K23  the difficulties of identifying cause-and-effect relationships in issues to do with health

K24  strategies for encouraging people to explore issues and needs related to their health and wellbeing

K25  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

K26  how to monitor, analyse and assess the implication of, and changes in, legislation and the regulatory environment and interpret and apply them to the work being undertaken

K27  the services, policies and priorities of the worker's agency and how it relates to other agencies in the sector

K28  own role and responsibilities and from whom assistance and advice should be sought if necessary

K29  reasoning processes to determine approach and methodology

K30  how to apply the principles of equality, diversity and anti-discriminatory practice to work

K31  methods of evaluating their own competence, determining when further support and expertise are needed and the measures taken to improve own competence in this area of work

K32  evidence-based practice; methods for monitoring and evaluating practice; why it is important to share and reflect on information about successes and failures

# SFHPHP43
# Work with individuals and others to minimise the effects of specific health conditions

## Additional Information

# SFHPHP43

# Work with individuals and others to minimise the effects of specific health conditions

| | |
|---|---|
| **Developed by** | Skills for Health |
| **Version number** | 1 |
| **Date approved** | June 2007 |
| **Indicative review date** | June 2009 |
| **Validity** | Current |
| **Status** | Original |
| **Originating organisation** | Skills for Health |
| **Original URN** | PHP43 |
| **Relevant occupations** | Health and Social Care; Healthcare and Related Personal Services |
| **Suite** | Public Health |
| **Key words** | Management of long-term conditions, health improvement, prevention, risk reduction. |