

SFHMH20

Work with individuals with mental health needs to negotiate and agree plans for addressing those needs



Overview

This standard covers reviewing the mental health needs of individuals and the options available for addressing these needs. You need to recommend a care programme approach that balances the needs and preferences of the individual and others, taking account of any legal requirements and of your duties and responsibilities as a mental health practitioner.

Working with the individual and those who support them to develop care programmes which support recovery is a fundamental aspect of needs-led service provision. In taking this forward you need to understand the concepts of empowerment and participation.

This standard applies to those who work with individuals with identified mental health needs to consider, negotiate and agree plans for addressing these 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 explain your role in acting as a point of contact to the individual and significant others in a manner, and at a level and pace, appropriate to them
 - P2 recognise and arrange for additional support for the individual when required
 - P3 create opportunities to develop an effective relationship with the individual by encouraging them to express their needs, preferences, beliefs, opinions and interests, and use these as a basis of interacting with them in the future
 - P4 encourage individuals to express their views on who they wish to be involved in discussions about what they would like to happen
 - P5 reach an agreement with the individual regarding the purpose of gaining information on their mental health needs
 - P6 offer your own views in a manner which acknowledges the individual's views and needs and is likely to be perceived as non-threatening and non-judgemental
 - P7 identify and access other potentially valuable and relevant sources of information on the individual's mental health needs consistent with the individual's wishes and any legal requirements
 - P8 remedy any inconsistencies and gaps in the information available as far as possible and bring these to the attention of those concerned
 - P9 record a summary of the individual's mental health needs in a way that can be used to plan the services to be offered
 - P10 encourage and support individuals and significant others to explore and clarify their preferred options for addressing the individual's mental health needs
 - P11 discuss whether and how the preferred options and resources identified by individuals and significant others:
 - P11.1 are appropriate for addressing their mental health needs
 - P11.2 allow for positive risk taking with due regard to the safety of the individual, significant others and the community
 - P11.3 are consistent with legal and organisational requirements
 - P11.4 could be met from available resources
 - P12 work with individuals and significant others to negotiate alternatives where preferred options are inappropriate or do not comply with legal and organisational
 - P13 work with individuals and significant others, other practitioners and organisations to identify alternative options and resources where preferred options cannot be met from available resources
 - P14 make accurate, legible and complete records of the individual's needs

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- and preferred options for addressing these consistent with organisational and professional requirements
- P15 analyse:
 - P15.1 the needs and circumstances of individuals and significant others
 - P15.2 risks to individuals, families, groups, communities and others
 - P15.3 priorities and potential conflicts between different needs and interests
 - P15.4 the impact on others of meeting the individual's needs and preferred options
- P16 assess options taking into account:
 - P16.1 legal, organisational and other requirements
 - P16.2 risks to individuals, significant others, self, other practitioners and the wider community
 - P16.3 the preferred options of individuals and significant others
 - P16.4 available and alternative resources
- P17 work with individuals and significant others to make achievable decisions about options
- P18 make accurate, legible and complete records of any decisions made with individuals and significant others consistent with organisational and professional requirements
- P19 identify:
 - P19.1 areas of agreement and differences of opinion and perspective
 - P19.2 your legal requirements and duties for individuals with mental health needs and their significant others, for yourself, other practitioners and others
- P20 assess information from all sources
- P21 review relevant guidance and frameworks
- P22 seek advice through supervision when required
- P23 assess, justify and recommend a course of action, taking into account:
 - P23.1 information from all sources
 - P23.2 any legal requirements and duties and their implications
 - P23.3 your duty to protect and safeguard individuals, families, groups, communities, yourself and other practitioners
 - P23.4 the needs and preferred options of individuals and significant others
 - P23.5 risks to individuals, families, groups, communities, self and other practitioners
 - P23.6 available resources, including creative alternatives
 - P23.7 your own impact on the process and outcomes
 - P23.8 unmet need and any risks arising from this
- P24 agree a course of action with the individual, significant others and those delivering the services, and put in place the necessary arrangements for provision, monitoring and review
- P25 make accurate, legible and complete records of the agreed course of

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action for meeting the individual's mental health needs consistent with organisational and professional requirements

- P26 make complete and accurate records of any gap between the individual's identified needs and the availability of resources and services to meet those needs, including any risk arising from this, and pass these to the appropriate people

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Knowledge and understanding

You need to know and understand:

- K1 policies on equality, diversity, discrimination and promoting the independence/autonomy of individuals with mental health needs, and any research on their implementation and effectiveness
- K2 awareness of your own values, prejudices, ethical dilemmas and conflicts of interest and their implications on your practice
- K3 respect for, and the promotion of:
 - K3.1 each person as an individual
 - K3.2 independence and quality of life for individuals, with due regard to the safety of the individual, self and others
 - K3.3 dignity and privacy of individuals, families, groups and communities
- K4 how to recognise and facilitate each person's use of language and preferred form of communication
- K5 the importance of valuing, recognising and respecting the diversity, expertise and experience of individuals with mental health needs and their significant others
- K6 maintaining the trust and confidence of individuals and significant others by communicating in an open, accurate and understandable way
- K7 strategies to challenge discrimination, disadvantage and other forms of inequality and injustice
- K8 UK, country, EU legislation, statutory codes, standards, frameworks, protocols and guidance relevant to mental health practice and related fields, including multidisciplinary and multi organisational practice, data protection and confidentiality of information
- K9 policies, procedures, protocols and legal requirements for the security and confidentiality of information
- K10 the remit, powers and resources of your organisation and organisations related to your work
- K11 multi disciplinary and multi organisational assessment frameworks
- K12 mental health and related policies that impact on your work
- K13 relevant research, advice and guidelines relating to the impact of discrimination, disadvantage and social exclusion, and the use of authority and control
- K14 the impact and interaction of education, health, housing, income, community resources and community safety on need and preferred outcomes
- K15 criteria for accessing support or triggering statutory powers in your own and other related organisations
- K16 the range of local mental health resources and services and how to access these

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- K17 how effective different kinds of provision are in meeting needs
- K18 how to access and use Information and Communication Technology (ICT) and other electronic systems that may help in the collection and management of information
- K19 theories and methods relating to the assessment of need and the identification of preferred outcomes, including the role of negotiation and mediation
- K20 theories and methods of promoting participation in different circumstances and with different individuals, families and carers
- K21 methods of mapping resources, strengths, limitations and gaps when assessing need and identifying preferred outcomes and prioritising options
- K22 lessons learned from both serious failure of service and practice, and from successful interventions
- K23 approaches to evidence and knowledge based practice
- K24 approaches to learning that will allow you to transfer your knowledge and skills to new and unfamiliar contexts

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Additional Information

Links to other NOS

This National Occupational Standard also appears as HSC418 in the Health and Social Care National Occupational Standards (2004)

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 Health and Wellbeing

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