

SFHMH13

Work with families, carers and individuals during times of crisis



Overview

This standard covers working with individuals and their carers and families in times of crisis to assess the urgency of requests for action, take and review the effectiveness of actions to meet needs and agree risk management strategies.

The term 'carers and families' is used to mean any persons who have an active and on-going informal role in caring for the individual with mental health needs, including those with a familial relationship to the individual. Partners, where they exist, would be considered as family members. Individuals with mental health needs may be adults of working age, children or adolescents or older people.

This standard applies to those who respond to and work with individuals with mental health needs and their carers and families during times of crisis.

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 assess the risk of crisis situations occurring with individuals, families and carers
 - P2 obtain current, accurate and complete information about the circumstances in which needs have arisen and may arise
 - P3 work with individuals, carers and families to:
 - P3.1 take account of information on the effectiveness of different actions taken in response to the needs arising
 - P3.2 identify and evaluate actions that could be taken to avoid or minimise risk to individuals, families, carers and others
 - P3.3 review the care plan in light of changes in the needs and vulnerabilities of individuals, carers and families
 - P4 enable individuals, carers and families to contribute actively and openly to the process of identifying and agreeing appropriate risk management strategies
 - P5 use your assessments to formulate risk management strategies in which you take account of:
 - P5.1 concerns raised by individuals, families, carers, communities, colleagues and other professionals
 - P5.2 individuals' right to take risks balanced against the likelihood of harm to themselves and/or others
 - P5.3 the situation and circumstances associated with the risk
 - P6 negotiate agreement to the risk management strategies with the individuals, carers, families, service providers, other agencies and practitioners
 - P7 enable all those who will contribute to the risk management strategies to clarify and confirm their understanding of the strategies and their roles and responsibilities within them
 - P8 detail and record the agreed risk management strategies and ensure that they are communicated clearly to those who need to receive them
 - P9 obtain as much accurate information as possible on the nature of, and reasons for, the requests for action
 - P10 evaluate the information and form a valid judgement as to the seriousness and urgency of the requests for action
 - P11 follow the guidelines of the service provider in making an assessment as to the urgency of requests for action
 - P12 obtain accurate, relevant, reliable and current information on the strengths, vulnerabilities, needs and circumstances of the individual, carers and family
 - P13 identify any conflicts of interest arising from the requests for action in relation to the needs of the individual with mental health needs and their carers/families

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- P14 record and justify your assessment of the urgency of requests for action and make it available to those who need to receive it
- P15 work with families, carers and individuals to assess the situation, including risks to individuals, carers, families and others, and identify the actions required to meet immediate needs
- P16 enable individuals, carers and families to participate in the decision making process as actively as time and circumstances permit
- P17 offer views and suggestions in a way which is non-threatening to individuals, carers and families and which is sensitive to your own power and authority
- P18 build on the preferences of individuals, carers and families when working with them to agree actions
- P19 ensure compliance with legislative requirements and the policy, practices and procedures of your organisation
- P20 clearly specify the actions to be taken and who will undertake them
- P21 negotiate agreement on the information which will need to be shared, and with whom, in accordance with agency and legislative requirements
- P22 ensure that the details of the actions to be taken are communicated clearly to all those who need to know them
- P23 ensure that the agreed actions are implemented as promptly as possible in accordance with the assessed urgency of the need
- P24 keep accurate, complete and up to date records of the actions agreed and implemented
- P25 review the outcomes of actions taken to address immediate needs at the earliest possible opportunity
- P26 ensure that all parties are aware of and have the opportunity to contribute to the review process
- P27 enable individuals, carers and families to express their views on the effectiveness of the actions taken in a frank, honest and constructive manner
- P28 ensure that the review process is conducted in an environment that facilitates active participation by individuals, carers and families
- P29 clearly summarise the outcomes of the review and enable all those who have contributed to it to comment on the summary
- P30 keep an accurate, complete and up to date record of the review and decisions taken and ensure that it is stored securely
- P31 use the results of the review to inform the service provided to the individual, family and carers and to inform future actions taken in response to crisis situation
- P32 ensure that the results of the review are communicated clearly to all those who need to receive them

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Knowledge and understanding

You need to know and understand:

- K1 relevant legislation and how this should inform the actions taken in response to urgent requests for action and any risk management strategies
- K2 how the legislative framework affects service provider policy
- K3 relevant legislation and its implications for the recording, storing and sharing of information
- K4 the types of support available to individuals, carers and families in the event of a crisis
- K5 the relevant methods and models of intervention that may be appropriate
- K6 what the purpose and priorities are of the service provider and how these influence the kinds of support offered
- K7 the range of factors that need to be taken into account when determining the urgency of a request for action and how best to respond to it, including economic and social factors, any illnesses which the individual may have, risk assessment, and restrictions which may apply under legislation
- K8 the details which need to be specified in risk assessments and risk management strategies
- K9 different methods of enabling carers and families to participate in the agreement and review of actions taken in times of crisis and in the development of risk management strategies
- K10 the importance of ensuring that individuals, carers and families are actively involved in the process of agreeing and reviewing actions taken and in developing risk management strategies
- K11 how to communicate clearly and effectively
- K12 how to make a valid assessment of the urgency of a request for action
- K13 how to facilitate individual, carer and family participation
- K14 how to conduct valid, reliable and comprehensive reviews
- K15 how to write reports, including statutory documentation
- K16 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

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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: HWB3 Protection of health and wellbeing

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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 MH13

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