

419

PROVIDE ADVICE AND INFORMATION TO THOSE WHO ENQUIRE ABOUT MENTAL HEALTH NEEDS AND RELATED SERVICES

Unit overview

Elements of competence

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| 419a | Determine individual's requirements for advice and information about mental health needs and related services |
| 419b | Provide advice and information about mental health needs and related services |

About this unit

For this unit you need to establish people's need for information and provide advice and information which addresses those needs. You need to relate to each person as someone with their own particular needs for information and advice, develop a full understanding of their requirements, communicate information effectively and be responsive to any queries.

Scope

The scope is here to give you guidance on possible areas to be covered in this unit. The terms in this section give you a list of options linked with items in the performance criteria. You need to provide evidence for any option related to your work area.

Advice and information you provide will be in relation to: the nature of services provided; how to access services provided; types of mental health needs and the sorts of services that may be best suited to them.

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Key words and concepts

This section provides explanations and definitions of the key words and concepts used in this unit. In occupational standards it is quite common to find words or phrases used which you will be familiar with, but which, in the detail of the standards, may be used in a very particular way.

Therefore, we would encourage you to read this section carefully before you begin working with the standards and to refer back to this section as required.

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| Enquiries | May be received by phone, letter, fax, email or face-to-face |
| The enquirer | May be an advocate, translator or interpreter asking on behalf of an individual. The advice and information you will be expected to give will be in your area of competency |
| Individual | Is taken to mean anyone with whom you come into contact whether they are service users, carers, colleagues, or other professionals |

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419a Determine individual's requirements for advice and information about mental health needs and related services

Performance criteria

You need to show that:

- 1 You clearly explain:
 - who you are and your role in providing advice and information
 - the name and nature of the organisation you are representing
 - your organisation's policy on confidentiality and record keeping
- 2 You enable individuals to express their requirements for advice and information
- 3 You clarify and confirm the nature and the purpose of the enquiry
- 4 You make an assessment of the individual's requirements and confirm this with them
- 5 You assess and respond appropriately to the individual's level of distress or urgency of the enquiry
- 6 You promote individuality when considering the individual's requirements
- 7 Your interactions with people demonstrates respect for them as individuals and acknowledges their rights to make their own decisions in the context of their lives
- 8 You explain clearly the kinds of advice and information which you are able to provide
- 9 You refer the individual to alternative or additional sources of advice and information as appropriate to their enquiry

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419b Provide advice and information about mental health needs and related services

Performance criteria

You need to show that:

- 1 The advice and information you provide is accurate, complete and relevant to the stated requirements
- 2 The information you provide is consistent with the requirements of legislation and organisational policy
- 3 The advice and information you provide is within your competence to offer and you recognise and refer the individual elsewhere when that competence is exceeded
- 4 You communicate clearly and in a manner which demonstrates respect for the individual and their enquiry
- 5 You actively listen to people's reactions to the advice and information you provide and take steps to clarify and confirm that their needs have been met
- 6 You offer referrals to additional or alternative sources of advice and information as relevant to the individual's enquiry
- 7 You respond positively to additional enquiries raised by the individual in response to the advice and information you provide
- 8 You seek appropriate advice and guidance when you are unable to deal with an enquiry
- 9 You accurately record the nature and outcome of the enquiry, and update records as necessary
- 10 Your records are complete and legible and contain only the information necessary for the record's purpose
- 11 You maintain the confidentiality of information received from individuals and share information only with those who have the right and need to know
- 12 You take opportunities to reflect on your communication with, and reactions to, different people and use this to evaluate your own practice

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Knowledge specification for the whole of this unit

Competent practice is a combination of the application of skills and knowledge informed by values and ethics. This specification details the knowledge and understanding required to carry out competent practice in the performance described in this unit. When using this specification **it is important to read the knowledge requirements in relation to expectations and requirements of your job role.**

Values

- 1 Your own values, beliefs and attitudes, and how they could impact on your work
- 2 What constitutes discrimination, both direct and indirect, and how to avoid this in your interactions with individuals and the advice and information you provide

Legislation and organisational policy and procedures

- 3 The legislation (National and European) which relates to the work being undertaken, the context in which it takes place and the individuals with whom one works; codes of good practice which support the implementation of legislation (such as the mental health act, data protection act); how to interpret and apply relevant legislation to the work being undertaken
- 4 National and local policies, codes of practice and protocols for the provision of advice and information about mental health and related needs and issues
- 5 Your own role and responsibilities and from whom assistance and advice should be sought if you are unsure
- 6 Organisational policies and protocols for the provision of advice and information about mental health and related needs and issues

Theory and practice

Being effective in providing advice and information

- 7 Why the ability to listen effectively is important
- 8 How to recognise the sort of information and advice that individuals may be trying to request when they may not have the terminology, confidence or skill to give an accurate specification
- 9 Where and how information about different mental health needs and services can be obtained
- 10 The need for services to have well presented and accessible policies and procedures
- 11 Different types of mental health needs and how to recognise them
- 12 How to recognise and respond to different levels of distress
- 13 The roles and responsibilities of different types of mental health service provider and practitioner
- 14 How to access mental health services
- 15 Methods of communicating clearly and effectively
- 16 The purpose of confirming information with individuals and reflecting it back
- 17 The importance of being aware of your own competence in providing advice and information and recognising when a request may exceed that competence
- 18 Reasons why you may not be able to deal with an enquiry, eg because you do not have access to the relevant information, the enquiry is not within your role or competence to deal with, and the appropriate action to take in response to these

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Evidence requirements

- Prior to commencing the unit you should agree a plan with your assessor regarding the types of evidence to be used.
- You must provide your assessor with evidence for ALL the performance criteria and ALL the knowledge specifications.
- All evidence should relate to real work activities.
- Direct observation by your assessor and/or expert witness is required for some of the performance criteria for every element in this unit.
- In order to meet the evidence requirements, it is likely that a candidate would need to gather evidence from work in relation to more than one individual and over a series of interactions with them.
- The evidence must, at all times, reflect, the policies and procedures of the workplace as linked to current legislation and the values and principles for best practice within the Health and Social Care Sector. This will include National Service Standards for your area of work or client group.

Competence can be demonstrated using a variety of different types of evidence from the following:

- **Work products:** these can be any record that you would normally use within your normal role eg minutes of staff meetings, review meetings, care plans, records and reports.
- **Reflective account:** you describe your actions in a particular situation(s) and reflect on the reason(s) for you practicing in that way, probably in relation to the individuals you work with and their day to day progress.
- **Assignment/project:** you may have already completed an assignment or project (for example during an HNC, NC, VRQ or BTec course).
- **Questioning:** you and your assessor may agree on questions to demonstrate your knowledge, to supplement the knowledge demonstrated through observations and reflective accounts. These can be oral or written but evidence of this must be recorded.

NB Confidential records do not require to be included in your portfolio of evidence. These can remain where they are normally stored and checked by your assessor and internal verifier. If included, they must be anonymised.