

Competences for working in a mental health setting

To do this you need you be able to:	Before doing this you need to:
<p>Ways of working</p> <ol style="list-style-type: none"> 1. Use awareness of mental health issues to work appropriately with clients 2. Work within the agreed levels and quality standards of service 	<ol style="list-style-type: none"> a) Be aware of specific confidentiality issues when working in a mental health setting. b) Be aware of discrimination and prejudice against people with mental health problems and how this might affect clients c) Understand the agreed levels and quality standards of service
<p>Working through the advice process with clients</p> <ol style="list-style-type: none"> 1. Support clients and their carers in presenting their own needs and interests 2. Support and enable individuals to address issues which affect their health and well-being 3. Adapt the advice process to suit individual needs of mental health service users 	<ol style="list-style-type: none"> a) Be willing to help clients who are mental health service users to make their own decisions. b) Be willing to respect a client's right not to define themselves as ill even when it may adversely affect the client e.g. benefits c) Be willing to be more proactive about practical involvement depending on the client's needs d) Be aware of the range of approaches and treatments for the relief of the causes and symptoms of mental health problems g) Be aware of signs and symptoms, different types of mental health problems and the ways in which people experience the world h) Be aware of the range of needs of people with mental health problems or those experiencing mental distress, including needs related to race, gender, disability, age and sexuality

<p>Advise on the main enquiry areas</p> <ol style="list-style-type: none"> 1. Advise on benefits for clients with mental health problems 2. Advise on services for clients with mental health problems 3. Advise on the Care Programme Approach (CPA) 	<ol style="list-style-type: none"> a) Have sufficient knowledge of illnesses and drug treatments to be able to complete benefit forms b) Be aware of particular problems with benefits and strategies to overcome these eg DLA, Incapacity Benefit, appointeeship c) Have a broad knowledge of voluntary and statutory organisations relevant to clients with mental health problems and the quality of these services, and be able to help clients assess which are appropriate for their individual needs d) Understand the CPA process, the personnel involved, possible outcomes
<p>Advise mental health service users in hospital</p> <ol style="list-style-type: none"> 1. Advise clients on their rights whilst in hospital including rights under the Mental Health Act 2. Explain available discharge and aftercare arrangements 3. Establish working relationship with members of the multidisciplinary team 4. Explain and assist with complaints against statutory services (e.g. NHS, social services) 5. Advise on hospital and other local procedures e.g. visiting, expenses, post, getting money, using the shop 6. Make appropriate referrals to solicitors 	<ol style="list-style-type: none"> a) Be aware of rights with regard to treatment, visitors, complaints, changing psychiatrists b) Understand the relevant sections of the Mental Health Act c) Support mental health service users including recognising the client's own coping mechanisms d) Understand how patient finances are dealt with in hospital e) Be able to fill in forms, be aware of time limits and procedures and access to free representation, with reference to proceedings under mental health legislation f) Know how to find solicitors with relevant experience
<p>Advise mental health service users on Community Care issues</p> <ol style="list-style-type: none"> 1. Advise on local authority policies e.g. on supervision 	<ol style="list-style-type: none"> a) Be aware of local policies b) Know the local voluntary and statutory

<p>registers</p> <p>2. Advise on local services</p> <p>3. Advise on range of housing and support options and procedures for accessing these</p>	<p>organisations who provide access to housing</p> <p>c) Know the services available locally and how they can be accessed</p> <p>d) Know the location of community mental health teams and how to access them</p> <p>e) Know the rights of recipients of services</p>
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