

CM D1 Identify mental health needs and related issues

OVERVIEW

This standard covers the initial identification of mental health needs. Partners, families and/or friends of the individual should be included in the discussion of the individual's needs only where s/he has agreed for this to happen, except when working with children and young people, when discussion and agreement about referral to mental health and/or other services must include the parent or legal guardian. This standard applies to people who identify and act on indications of mental health needs as part of their wider job role. This includes those working in areas such as primary health care, accident and emergency departments, social services, criminal justice and other areas where people with mental health needs are likely to present themselves. This standard is relevant to those who provide proactive and co-ordinated Case Management. Here, Case Management means identifying and risk stratifying vulnerable, high-risk people with complex multiple long term conditions. Case Management should take place within the philosophy of enabling and promoting self care, self management and independence. Users of this standard will need to ensure that practice reflects up to date information and policies. Version No 1

KNOWLEDGE AND UNDERSTANDING

You will need to know and understand:

- 1.the importance of keeping full and accurate records, and how to do so
- 2.the importance of providing full and accurate information, and how to do so
- 3.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
- 4.professional codes of practice with regard to information handling and disclosure
- 5.how to present information to individuals in a clear and positive manner
- 6.the importance of monitoring the situation regarding an individual's mental health and how to do so
- 7.how to assess and manage the risk to individuals, to self and to others
- 8.the importance of regularly reviewing risk assessments
- 9.organisational requirements and policies relevant to risk assessments
- 10.the range of different mental health needs and their effects
- 11.the physical, behavioural, emotional and psychological indications of mental health needs
- 12.how to evaluate information provided by the individual or from other sources for indications of mental health needs

13. ways of keeping your knowledge about mental health and indications of mental health needs up to date
14. how to gather the required information in order to make a reasoned judgement about mental health needs, including the use of appropriate objective measurements
15. how to access specialist advice or assistance when required
16. mental health and related services, and procedures for referring individuals to them
17. the range of actions you can take when individuals may have mental health needs and/or related issues, and how to decide what action is appropriate
18. sources of information on mental health and related services
19. the eligibility criteria for accessing services in your locality
20. how to plan and facilitate referrals to mental health and/or related services
21. how to assess the required degree of urgency when referring individuals to services
22. the legal and organisational requirements and procedures for reporting and responding to actual or potential mental health needs

PERFORMANCE CRITERIA

You must be able to do the following:

1. regularly update your knowledge about the range of mental health needs and the possible indications of these
2. remain constantly alert to possible indications of mental health needs in those with whom you come into contact
3. explore situations sufficiently to allow you to make a reasonable judgement about whether individuals have mental health needs
4. identify and recognise the importance of the individual's ethnicity and socio-cultural context in relation to mental health needs
5. obtain specialist advice or assistance where you are unable to make a reasonable judgement about whether individuals have mental health needs
6. respond promptly to any indications of mental health needs in order to seize the opportunity for intervention
7. involve the individual in the assessment process as much as possible, ensuring an open and empowering approach
8. assess any immediate risk to the individual and to others which may result from mental health and/or related issues in accordance with legislation and organisational policy and procedures
9. take prompt action appropriate to your assessment of risk in line with legal and organisational requirements
10. record situations and actions taken in line with organisational requirements
11. provide information about situations and actions taken only to those entitled to have it in accordance with legal and organisational requirements

ADDITIONAL INFORMATION

This National Occupational Standard was developed by Skills for Health. 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 needs