

**About this Unit**

This standard covers enabling housing and accommodation services to support individuals with mental health needs. Housing and accommodation covers affordable housing, housing association properties, accommodation for rent in the private and public sectors, supported housing, community housing and residential care places. This standard applies to those who need to work directly with housing and accommodation services to enable them to support individuals with mental health needs.

Users of this standard will need to ensure that practice reflects up-to-date information and policies.

Your **knowledge and understanding** will be specifically related to legal requirements and codes of practice and conduct applicable to your job, and the NHS Knowledge and Skills Framework. This will relate to your work activities; the job you are doing, and the setting, eg in hospital and community, domiciliary, residential care, and the individuals you are working with.

**Values** — the values underpinning this Unit are embedded within the 2009 NHS Code of Conduct for Health Care Support Workers. These are stated in full within the Assessment Strategy and Guidance document for the awards.

**Key Words and Concepts** — a glossary of definitions, key words and concepts used in this Unit is contained in the Assessment Strategy and Guidance document.

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. **You should read the Assessment Strategy and Guidance document before you begin working with the standards and refer to it if you are unsure about anything in the Unit.**

**Specific Evidence Requirements for the Unit****It is essential that you adhere to the Evidence Requirements for this Unit**

<b>SPECIFIC EVIDENCE REQUIREMENTS FOR THIS UNIT</b>
<b>Simulation:</b>
<ul style="list-style-type: none"> <li>◆ Simulation is <b>NOT</b> permitted for any part of this Unit.</li> </ul>
<ul style="list-style-type: none"> <li>◆ <b>The following forms of evidence ARE mandatory:</b></li> </ul>
<ul style="list-style-type: none"> <li>◆ <b>Direct Observation:</b> Your assessor or expert witness must observe you in real work activities. Their confirmation of your practice will provide evidence for a significant amount of the performance criteria in this Unit. <b>For example</b>, your assessor may observe you providing accurate and complete answers to housing and accommodation workers' questions about how they can best work with an individual.</li> </ul> <p><b>Professional discussion:</b> Describes your actions in a particular situation and reflect on the reason(s) why you practice that way. <b>For example</b>, your assessor may ask you to explain, with an example from practice, how to inform and consult with others on problems and proposals and encourage others to offer and challenge ideas.</p>
<b>Competence of performance and knowledge could also be demonstrated using a variety of evidence from the following:</b>
<ul style="list-style-type: none"> <li>◆ <b>Reflective Account:</b> These are written pieces of work which allow you to reflect on the course of action you took in a specific situation to identify any learning from the piece of work and to describe what you might do differently in the light of your new knowledge.</li> <li>◆ <b>Questioning/professional discussion:</b> May be used to provide evidence of knowledge, legislation, policies and procedures which cannot be fully evidenced through direct observation or reflective accounts. In addition your assessor/mentor or expert witness may also ask questions to clarify aspects of your practice.</li> <li>◆ <b>Expert Witness:</b> A designated expert witness, eg a senior member of staff, may provide a direct observation of your practice, or record a professional discussion they have held with you on a specific piece of practice.</li> <li>◆ <b>Witness Testimony:</b> Can be a confirmation or authentication of the activities described in your evidence which your assessor or mentor has not seen.</li> <li>◆ <b>Products:</b> These can be any record that you would normally use within your normal role, eg you should not put confidential records in your portfolio; they can remain where they are normally stored and be checked by your assessor and internal verifier.</li> <li>◆ <b>Prior Learning:</b> You may be able to use recorded prior learning from a course of training you have attended within the last two years. Discussion on the relevance of this should form part of your assessment plan for each Unit.</li> <li>◆ <b>Simulation:</b> There may be times when you have to demonstrate you are competent in a situation that does not arise naturally through your work role, eg dealing with violent or abusive behaviour. The Evidence Requirements in each Unit provide specific guidance regarding the use of simulation.</li> </ul>
<b>GENERAL GUIDANCE</b>
<ul style="list-style-type: none"> <li>◆ Prior to commencing this Unit you should agree and complete an assessment plan with your assessor which details the assessment methods you will be using, and the tasks you will be undertaking to demonstrate your competence.</li> <li>◆ Evidence must be provided for ALL of the performance criteria, ALL of the knowledge.</li> <li>◆ The evidence must reflect the policies and procedures of your workplace and be linked to current legislation, values and the principles of best practice within the Health Care sector. This will include the National Service Standards for your areas of work.</li> <li>◆ All evidence must relate to your own work practice.</li> </ul>

**F05C 04 (MH34) Enable housing and accommodation services to support individuals with mental health needs**

**KNOWLEDGE SPECIFICATION FOR 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.**

**You need to provide evidence for ALL knowledge points listed below. There are a variety of ways this can be achieved so it is essential that you read the 'knowledge evidence' section of the Assessment Guidance.**

<b>You need to show that you know, understand and can apply in practice:</b>	<b>Enter Evidence Numbers</b>
1 The relationship between physical, social, psychological and emotional development and behaviour and associated patterns.	
2 The effect of mental illness on individuals' ability to form relationships.	
3 The issues and hazards that affect individuals with mental health needs in society, how they can manage these and the sort of assistance they need.	
4 The impact of the broader social environment on individuals (eg area of material deprivation, poor housing, poverty).	
5 The effect that being in care has on individuals.	
6 The relationship between homelessness and mental health.	
7 The practical and emotional skills that individuals need to develop in order for them to be able to live independently.	
8 The different types of accommodation that are available and the forms of support they offer individuals.	
9 The benefits and drawbacks of the different types of accommodation for individuals of different ages, and with different mental health and related needs and issues.	
10 Who offers the different types of accommodation locally and more widely.	
11 The agencies that need to be involved in developing housing and accommodation for individuals: local authority housing departments, housing associations, social evidence which is available on the effectiveness of interventions and the implications of this for your own skill and knowledge base.	

Performance Criteria		DO	RA	EW	Q	P	WT	PD
1	<p>Approach housing and accommodation services that have been agreed with individuals and discuss with them:</p> <p>(a) the individual's housing and accommodation needs and related issues</p> <p>(b) the services they may be able to offer the individual</p> <p>(c) aspects of the individual's behaviour which might present challenges in their work with the individual</p>							
2	<p>Enable housing and accommodation workers to understand factors in the individual's background which affect their behaviour and wellbeing and encourage housing and accommodation workers to meet with the individual.</p>							
3	<p>Challenge housing and accommodation workers and services when they discriminate against individuals with mental health needs.</p>							
4	<p>Provide the appropriate support to the individual in making any necessary preparations to attend housing and accommodation services.</p>							
5	<p>Provide accurate and complete answers to housing and accommodation workers' questions about how they can best work with the individual.</p>							
6	<p>Provide housing and accommodation workers and services with accurate and complete information on:</p> <p>(a) how and when they should contact you</p> <p>(b) your role and responsibilities and the assistance you can offer to the housing and accommodation services in working with the individual</p> <p>(c) how the housing and accommodation and associated support that they are providing contributes to the overall health and wellbeing of the individual and any other interventions they are receiving.</p> <p>(d) what to do if they have concerns</p>							

Performance Criteria		DO	RA	EW	Q	P	WT	PD
7	Maintain contact with housing and accommodation workers to a level that enables any issues to be identified and until they gain confidence in, and knowledge of, working with the individual.							
8	Monitor housing and accommodation services' contribution for: (a) their effectiveness (b) consistency (c) the individual's progress and motivation							
9	Take the appropriate actions to address any issues that undermine the effectiveness of the housing and accommodation services offered.							
10	Encourage housing and accommodation services to offer feedback on progress, the effectiveness of their work with individuals with mental health needs and their feelings about their contribution.							
11	Communicate with housing and accommodation services in a way that emphasises their role as partners in the process.							
12	Complete clearly and accurately the necessary records related to linking in individuals with housing and accommodation services.							
13	Collate records of work relating to individuals to provide data on overall work with housing and accommodation services.							

*DO = Direct Observation*

*RA = Reflective Account*

*Q = Questions*

*EW = Expert Witness*

*P = Product (Work)*

*WT = Witness Testimony*

*PD = Professional Discussion*

*To be completed by the candidate*

**I SUBMIT THIS AS A COMPLETE UNIT**

Candidate's name: .....

Candidate's signature: .....

Date: .....

*To be completed by the assessor*

*It is a shared responsibility of both the candidate and assessor to claim evidence, however, it is the responsibility of the assessor to ensure the accuracy/validity of each evidence claim and make the final decision.*

**I CERTIFY THAT SUFFICIENT EVIDENCE HAS BEEN PRODUCED TO MEET ALL THE ELEMENTS, PCS AND KNOWLEDGE OF THIS UNIT.**

Assessor's name: .....

Assessor's signature: .....

Date: .....

**Assessor/Internal verifier feedback**

*To be completed by the internal verifier if applicable*

***This section only needs to be completed if the Unit is sampled by the internal verifier***

Internal verifier's name: .....

Internal verifier's signature: .....

Date: .....