

Unit 124: **Effective Communication and Building Relationships in Mental Health Work**

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| Level: | 3 |
| Unit type: | Optional |
| Credit value: | 6 |
| Guided learning hours: | 27 |

Unit Aim

This unit covers knowledge and understanding required for effective communication and building relationships in mental health.

Assessment requirements

This unit must be assessed in line with *Skills for Health Assessment Principles for Qualifications that Assess Occupational Competence* document. Detailed information can be found in *Annexe A* of the qualification specification.

Evidence for skills within learning outcome 4 must come from real work activities.

| Learning outcomes The learner will: | Assessment criteria The learner can: |
|--|---|
| 1 Understand key principles for communication and relationships in mental health support | 1.1 Evaluate the role of effective communication in building relationships and promoting recovery of individuals |
| | 1.2 Explain the key principles that should underpin communication and relationships in mental health support |
| | 1.3 Explain how to build positive relationships using principles from the main theories of communication in mental health care |
| 2 Understand effective communication skills in building and sustaining relationships in mental health care with individuals and others | 2.1 Explain how key communication skills can be used to build and sustain relationships in mental health care context |
| | 2.2 Explain how mental health conditions may impact on an individual's ability or wish to communicate and form relationships |

| Learning outcomes The learner will: | Assessment criteria The learner can: |
|--|---|
| | 2.3 Explain common barriers to communication and relationships between: <ul style="list-style-type: none"> • service users and mental health workers • others and mental health workers |
| | 2.4 Explain how to overcome common barriers to communication and relationships between: <ul style="list-style-type: none"> • service users and mental health workers • others and mental health workers |
| | 2.5 Identify situations in which a mental health worker may need additional support to communicate and build relationships |
| | 2.6 Evaluate the potential contribution to communication and relationship building of specialist health support workers |
| 3 Understand how to support individuals in their relationships | 3.1 Explain the importance of relationships for promoting and maintaining well-being and mental health |
| | 3.2 Describe the factors that can impact on the ability of an individual with mental health conditions to develop and maintain a strong social network |
| | 3.3 Describe the impact of mental health conditions on relationships between individuals and others |
| | 3.4 Describe the support needs of others at the key stages of mental health |
| | 3.5 Explain how mental health workers may support an individual as they go through the various stages of their relationship from initiating to ending |
| | 3.6 Explain how to enable others with mental health conditions to access support |

| Learning outcomes The learner will: | Assessment criteria The learner can: |
|---|---|
| 4 Be able to build and maintain therapeutic relationships with individuals, carers and their families | 4.1 Explain the importance of effective communication when building therapeutic relationships with individuals, carers and their families |
| | 4.2 Explain techniques used to build, monitor and sustain therapeutic relationships with individuals, carers and their families |
| | 4.3 Use strategies to build and maintain therapeutic relationships with individuals, carers and their families |

Additional information about the unit

Exemplification of terms used in assessment criteria:

Key principles includes:

- Reliability
- Clarity about boundaries
- Being genuine
- Positive attitude and hopefulness
- Open to ideas
- Non-judgemental
- Active listening
- Showing respect
- Realistic expectations
- Sharing information.

Main theories includes:

- Person-centred
- Cognitive behavioural
- Transactional analysis
- Motivational interviewing
- Solution-focused
- Psychodynamic
- Systemic.

Key communication skills includes:

- Active listening
- empathy and validation
- Types of questions
- Checking understanding
- Summarising.

Additional information about the unit

Others may include:

- Team members
- Other colleagues
- Line manager
- Those who use or commission their own health or social care services
- Families, carers and advocates
- Outside services and organisations
- Those with power of attorney
- Other professionals
- Others who are important to the individual's wellbeing.

Common barriers includes:

- Conflicting opinions
- Powerful emotions
- Past experiences
- Stereotypes and assumptions
- Environment
- Personality clashes
- Unrealistic expectations
- Issues of power and control
- Cultural differences
- Overload
- Organisational dynamics.

Contribution to communication and relationship building includes:

- Interpreters
- Translators
- Speech therapy
- Psychologists
- Advocacy
- Equipment
- Communication aids.

Additional information about the unit

Key stages of mental health includes:

- When a person first develops mental health problems
- If an individual goes into psychiatric care
- Over the longer term.

Stages includes:

- Initiating
- Developing/changing
- Maintaining
- Ending.