

Revised Mental Health National Occupational Standards (NOS)

March 2013

Skills for Health has recently carried out a review of the Mental Health Suite of National Occupational Standards (NOS). This document introduces the revised Mental Health NOS and explains some of the main ways in which they differ from those originally developed in 2005.

What are NOS?

NOS describe the skills, knowledge and understanding needed to undertake a particular task or job to a nationally recognised level of competence. They focus on what the person needs to be able to do, as well as what they must know and understand to work effectively.

They cover the key activities undertaken within an occupation, across all the circumstances the job holder is likely to encounter.

Developments in Practice

An important shift in mental health services since the NOS were originally developed in 2005, has been a growing focus on promoting and working alongside people with mental health needs to promote their recovery and development of self-management skills. The NOS have been amended where relevant to reflect this shift in practice within three key areas:

- 1) The inclusion of co-production has been introduced across the suite of NOS. The term 'co-production' refers to a way of working whereby citizens, decision makers, people who use services, significant others, family carers and service providers work together to create a decision or service which works for them all. The approach is value driven and built on the principle that those who use a service are best placed to help design it. This is an important inclusion as it highlights how organisations are working in full partnership with people who use mental health services when developing new or reviewing existing service provision.
- 2) A shift in terminology to the use of 'person' or 'people' with mental health needs, rather than 'individual'. When we use the term person we are considering the person as a whole. It goes beyond individual and sees the whole person, that is, as existing in a network of relationships, interconnecting arrangements and other influencing factors which help shape and define a person. The person is seen as a unique individual person.
- 3) The inclusion of skills for considering a person's values alongside evidence-based information, for example focusing on each person's individual strengths and aspirations as well as their needs and difficulties. Again, this is important for co-production as the basis of effective recovery practice.

Where the term 'significant others' is used within the NOS, this could include, families, family carers, partners and those that are important to people with mental health needs.

Key changes to the NOS

The MH prefixed NOS have been reviewed in 2012/13 and the following changes have been made to reflect current best practice in mental health and NOS development:

- MH prefixed NOS that duplicate an existing function have been replaced with a NOS that is applicable to a wider audience/more users
- MH prefixed NOS that apply to broader health and wellbeing have been given GEN (General Health Care) or CHS (Clinical Health Skills) prefix
- A suite of NOS now exist specifically for adult mental health services

Although the number of NOS within the specific Mental Health suite has been reduced, those that have been replaced or made GEN or CHS will still be applicable to providing adult mental health services. NOS will need to be drawn from a range of suites and applied to a service or organisation. The changes to the NOS can be found on the tracking document beginning on page 3 of this document.

Benefits of using NOS

NOS can be used for a wide range of activities to help individuals, organisations and training providers improve performance:

- They describe the minimum standard to which an individual is expected to work in a given occupation
- They set out a statement of competence which bring together the skills, knowledge and understanding necessary to do the work
- They provide managers with a tool for a wide variety of workforce management and quality control
- They offer a framework for training and development
- They form the basis of Vocational Qualifications (VQs) on the Qualification and Credit Framework (QCF) and Scottish Vocational Qualifications (SVQs).

How can NOS be used?

NOS can be used for a variety of workforce activities to support employers and employees. They can be used for creating role profiles or job descriptions and for a range of workforce development activities.

NOS can also be used as a basis for developing education and training programmes.

For more examples of how to use NOS, please visit the Skills for Health website www.skillsforhealth.org.uk

Mental Health National Occupational Standards

Tracking document – March 2013

This document sets out the changes that have been made to the Mental Health suite of NOS in 2012/13. It indicated the changes that have been made to the SfH Competence Database following approval of the NOS by the UKCES.

Current NOS (2005)		Replacement NOS	
Prefix	Title	Prefix	Title
MH1	Promote effective communication and relationships with people who are troubled or distressed	GEN99	Promote effective communication and relationships with people who are troubled or distressed
MH2	Enable people with mental health needs to access and benefit from services		SCDHSC0330 Support individuals to use services and facilities
MH3	Work with service providers to support people with mental health needs in ways which promote their rights	MH3	Work with service providers to support people with mental health needs in ways which respect their values and promotes their rights
MH4	Assist individuals to evaluate and contact support networks	GEN100	Assist individuals to evaluate and contact support networks
MH5	Enable support networks to develop their effectiveness	GEN101	Enable support networks to develop their effectiveness
MH6	Assess the needs of carers and families of individuals with mental health needs		SCDHSC0427 Assess the needs of carers and families – already replaced during HSC project
MH7	Develop, implement and review programmes of support for carers and families		SCDHSC0428 Lead the development of programmes of support for carers and families – already replaced during HSC project

Current NOS (2005)		Replacement NOS	
Prefix	Title	Prefix	Title
MH8	Establish, sustain and disengage from relationships with the families of children and young people	GEN102	Establish, sustain and disengage from relationships with the families of children and young people
MH9	Empower families, carers and others to support individuals with mental health needs		SCDHSC0426 Empower families, carers and others to support individuals – already replaced during HSC project
MH10	Establish, sustain and disengage from relationships with the families of older people with mental health needs	GEN103	Establish, sustain and disengage from relationships with the families of individuals with specific health needs
MH11	Enable families to address issues with individuals' behaviour		MH11.2012 Enable families to address issues with individuals' behaviour
MH12	Support families in maintaining relationships in their wider social structures and environments		SCDHSC0390 Support families in maintaining relationships in their wider social structures and environments – already replaced during HSC project
MH13	Work with families, carers and individuals during times of crisis		MH13.2012 Work with families, carers and individuals during times of crisis
MH14	Identify potential mental health needs and related issues	MH14	Identify potential mental health needs and related issues
MH15	Refer individuals to mental health and/or other services		CHS99 Refer individuals to specialist sources of assistance in meeting their health needs
MH16	Assess individuals' circumstances and evaluate the risk of abuse, failure to protect and harm to self and others	CHS229	Assess individuals' needs and circumstances and evaluate the risk of abuse, failure to protect and harm to self and others
MH17	Assess the need for intervention and present assessments of individuals' needs and related risks	CHS230	Assess the need for intervention and present assessments of individuals' needs and related risks
MH18	Identify the physical health needs of individuals with mental health needs		MH18.2012 Identify the physical health needs of individuals with mental health needs
MH19	Co-ordinate, monitor and review service responses to meet individuals' needs and circumstances	CHS231	Co-ordinate, monitor and review service responses to meet individuals' needs and circumstances

Current NOS (2005)		Replacement NOS	
Prefix	Title	Prefix	Title
MH20	Work with individuals with mental health needs to negotiate and agree plans for addressing those needs	MH20	Use a recovery focused approach in working alongside the person with mental health needs and agree plans to meet their needs
MH21	Respond to crisis situations	MH21	Support people with mental health needs in crisis situations
MH22	Maintain active continuing contact with individuals and work with them to monitor their mental health needs	MH22	Maintain active continuing contact with people with mental health needs and work alongside them in their recovery journey
MH23	Plan and review the effectiveness of therapeutic interventions with individuals with mental health needs	MH23	Review the effectiveness of therapeutic interventions with people with mental health needs
MH24	Implement, monitor and evaluate therapeutic interventions within an overall care programme	CHS232	Implement, monitor and evaluate therapeutic interventions within an overall care programme
MH25	Contribute to the assessment of needs and the planning, evaluation and review of individualised programmes of care for individuals	CHS233	Contribute to the assessment of needs and the planning, evaluation and review of individualised programmes of care for individuals
MH26	Implement specific parts of individualised programmes of care	CHS234	Implement specific parts of individualised programmes of care
MH27	Reinforce positive behavioural goals during relationships with individuals		MH27.2012 Reinforce positive behavioural goals during relationships with individuals
MH28	Promote the benefits of activities to improve physical health and wellbeing	CHS235	Promote the benefits of activities to improve physical health and wellbeing
MH29	Support individuals during activities to improve their physical health and wellbeing	CHS236	Support individuals during activities to improve their physical health and wellbeing
MH30	Enable individuals to obtain and maintain household and personal goods		SCDHSC0027 Support individuals in their daily living

Current NOS (2005)		Replacement NOS	
Prefix	Title	Prefix	Title
MH31	Enable individuals to maintain the safety and security of their living environment	GEN104	Enable individuals to maintain the safety and security of their living environment
MH32	Enable clients to maintain their personal hygiene and appearance	GEN105	Enable clients to maintain their personal hygiene and appearance
MH33	Support individuals to identify and access housing and accommodation services		SCDHSC0349 Support individuals to access housing and accommodation services
MH34	Enable housing and accommodation services to meet the needs of individuals		SCDHSC0349 Support individuals to access housing and accommodation services
MH35	Support individuals in undertaking procedures and treatments		SCDHSC0225 Support individuals to carry out their own healthcare and monitoring procedures
MH36	Support individuals to administer their own medication	CHS237	Support individuals to administer their own medication
MH37	Recognise, respect and support the spiritual well-being of individuals		SCDHSC0350 Support the spiritual well-being of individuals
MH38	Enable people to choose and participate in activities that are meaningful to them	MH38	Enable people with mental health needs to choose and participate in activities that are meaningful to them
MH39	Enable individuals and families to identify factors affecting, and options for optimising, their mental health and social well-being	GEN106	Enable individuals and families to identify factors affecting, and options for optimising, their health and social well-being
MH40	Enable individuals and families to put informed choices for optimizing their mental health and social wellbeing into action	GEN107	Enable individuals and families to put informed choices for optimising their health and social wellbeing into action
MH41	Empower people with mental health needs to represent		CM D7 Empower individuals with long term conditions to

Current NOS (2005)		Replacement NOS	
Prefix	Title	Prefix	Title
	their views and organise their own support, assistance or action		represent their views and organise their own support, assistance or action and SCDHSC0426 Empower families, carers and others to support individuals
MH42	Enable people with mental health needs to participate in social, educational, economic and cultural activities and networks	MH42	Enable people with mental health needs to participate in activities and networks
MH43	Challenge injustice and inequalities in access to mainstream provision for individuals with mental health needs	GEN108	Challenge injustice and inequalities in access to mainstream provision for people with specific health needs
MH44	Promote peoples' rights and encourage them to recognise their responsibilities	GEN109	Promote peoples' rights and encourage them to recognise their responsibilities
MH45	Enable people with mental health needs to develop coping strategies		Deleted from suite. This has been replaced by new MH20
MH46	Support people in relation to personal and social interactions and environmental factors	GEN110	Support people in relation to personal and social interactions and environmental factors
MH47	Enable individuals, their family and friends to explore and manage change	GEN111	Enable individuals, their family and friends to explore and manage change
MH48	Work with people to identify their needs for safety, support and engagement and how these needs can best be addressed	GEN112	Work with people to identify their needs for safety, support and engagement and how these needs can best be addressed
MH49	Enable people who are a risk to themselves and others to develop control		Deleted from suite. This has been replaced by new MH20
MH50	Identify trends and changes in the mental health and mental health needs of a population and the effectiveness of	GEN113	Identify trends and changes in the specific health and wellbeing needs of a population and the effectiveness of different means of

Current NOS (2005)		Replacement NOS	
Prefix	Title	Prefix	Title
	different means of meeting their needs		meeting their needs
MH51	Develop and agree priorities and objectives for meeting the mental health needs of a population		PHP29 Work in partnership with others to develop and agree priorities and targets for improving health and wellbeing
MH52	Develop and agree strategies to meet the mental health needs of a population	GEN114	Develop and agree strategies to meet the health and wellbeing needs of a population
MH53	Implement strategies to meet the mental health needs of a population		PHP31 Work in partnership with others to implement strategies for improving health and wellbeing
MH54	Monitor, evaluate and improve strategies to meet the mental health needs of a population		PHP32 Work in partnership with others to monitor and review strategies for improving health and wellbeing
MH55	Assess the needs of the population to determine those who require, or would benefit from, services for addressing mental health needs	GEN115	Assess the needs of the population to determine those who require, or would benefit from, specific health and wellbeing services
MH56	Prioritise interventions against available resources and the needs of the population	GEN116	Prioritise interventions against available resources and the needs of the population
MH57	Monitor, evaluate and improve processes for delivering mental health services to a population	GEN117	Monitor, evaluate and improve processes for delivering health and wellbeing services to a population
MH58	Determine the concerns and priorities of communities about mental health and mental health needs		PHP22 Work in partnership with communities to assess health and wellbeing and related needs
MH59	Work with groups and communities to develop policies, strategies and services to improve mental health and address mental health needs		PHP23 Work in partnership with communities to plan how to improve health and wellbeing
MH60	Enable groups, communities and organisations to determine their own issues and concerns and to plan how to address their issues and concerns	GEN118	Enable groups, communities and organisations to determine their own issues and concerns and to plan how to address their issues and concerns

Current NOS (2005)		Replacement NOS	
Prefix	Title	Prefix	Title
MH61	Act as a resource to groups, communities and organizations as they address issues and concerns around mental health	GEN119	Act as a resource to groups, communities and organisations as they address their issues and concerns around health and wellbeing
MH62	Determine the concerns and priorities of individuals and families in relation to their mental health and mental health needs	MH62	Identify the concerns, priorities and values of people and significant others in relation to their mental health and mental health needs
MH63	Work with individuals and families to develop services to improve their mental health and address their mental health needs	MH63	Work with people and significant others to develop services to improve their mental health
MH64	Establish with groups, communities and organisations their interests, concerns and priorities and enable them to identify acceptable representation	GEN120	Establish with groups, communities and organisations their interests, concerns and priorities and enable them to identify acceptable representation
MH65	Act on behalf of groups, communities and organisations when they are not able to represent their interests, concerns and priorities		SCDHSC0410 Advocate with, and on behalf of, individuals
MH66	Assess how environments and practices can be maintained and improved to promote mental health	MH66	Assess how environments and practices can be maintained and improved to promote mental health
MH67	Encourage stakeholders to see the value of improving environments and practices to promote mental health	MH67	Encourage stakeholders to see the value of improving environments and practices to promote mental health
MH68	Develop action plans which assist stakeholders to improve environments and practices to promote mental health	MH68	Co-produce action plans which assist stakeholders in improving environments and practices to promote mental health
MH69	Support stakeholders in improving environments and practices to promote mental health	MH69	Work co-productively to implement action plans for improving environments and practices to promote mental health

Current NOS (2005)		Replacement NOS	
Prefix	Title	Prefix	Title
MH70	Monitor and review changes in environments and practices to promote mental health	GEN121	Monitor and review changes in environments and practices to promote health and wellbeing
MH71	Raise stakeholders' awareness of the value of employment, training and education for people with mental health needs		SCDHSC0421 Promote employment, training and education opportunities for individuals
MH72	Negotiate and agree with stakeholders the opportunities they are willing to offer to people with mental health needs		SCDHSC0421 Promote employment, training and education opportunities for individuals
MH73	Negotiate with employers and others and agree placements for people with mental health needs		SCDHSC0421 Promote employment, training and education opportunities for individuals
MH74	Support employers and others in their work with people with mental health needs	MH74	Support employers and others in their work with people with mental health needs
MH75	Raise stakeholders' awareness of the housing needs of people with mental health needs		SCDHSC0422 Promote housing opportunities for individuals
MH76	Negotiate and agree with stakeholders the housing opportunities they are willing to offer to people with mental health needs		SCDHSC0422 Promote housing opportunities for individuals
MH77	Raise stakeholders' awareness of the value of leisure activities for people with mental health needs		SCDHSC0420 Promote leisure opportunities and activities for individuals
MH78	Negotiate and agree with stakeholders the leisure opportunities they are willing to offer to people with mental health needs		SCDHSC0420 Promote leisure opportunities and activities for individuals
MH79	Enable workers and agencies to work collaboratively	GEN122	Enable workers and agencies to work collaboratively
MH80	Explore, initiate and develop collaborative working relationships		GEN27 Develop, sustain and evaluate collaborative working with other organisations

Current NOS (2005)		Replacement NOS	
Prefix	Title	Prefix	Title
MH81	Sustain and review collaborative working		GEN27 Develop, sustain and evaluate collaborative working with other organisations
MH82	Develop and sustain effective working relationships with staff in other agencies		GEN27 Develop, sustain and evaluate collaborative working with other organisations
MH83	Work with others to facilitate the transfer of individuals between agencies or services	GEN123	Work with others to facilitate the transfer of individuals between agencies and services
MH84	Lead the development of inter-agency services for addressing mental health needs	GEN124	Lead the development of inter-agency services for addressing health and wellbeing needs
MH85	Lead the implementation of inter-agency services for addressing mental health needs	GEN125	Lead the implementation of inter-agency services for addressing health and wellbeing needs
MH86	Monitor, evaluate and improve inter-agency services for addressing mental health needs	GEN126	Monitor, evaluate and improve inter-agency services for addressing health and wellbeing needs
MH87	Assess the need for, and plan awareness raising of mental health issues	GEN127	Assess the need for, and plan awareness raising of health and wellbeing issues
MH88	Support the implementation, monitoring, evaluation and improvement of awareness raising around mental health issues	GEN128	Support the implementation, monitoring, evaluation and improvement of awareness raising around health and wellbeing issues
MH89	Project manage action targeted at addressing mental health issues	GEN129	Project manage action targeted at addressing health and wellbeing issues
MH90	Support others in understanding people's mental health needs and how these can be addressed in their work	MH90	Support others to promote understanding and help to improve people's mental health
MH91	Work with teams and agencies to review progress and performance and identify next steps	GEN130	Work with teams and agencies to review progress and performance and identify next steps

Current NOS (2005)		Replacement NOS	
Prefix	Title	Prefix	Title
MH92	Support and challenge teams and agencies on specific aspects of their practice	GEN131	Support and challenge teams and agencies on specific aspects of their practice
MH93	Support and challenge workers on specific aspects of their practice	GEN132	Support and challenge workers on specific aspects of their practice
MH94	Enable people to recover from mental illness/distress, take control of their lives and achieve self-agency		This has been combined with MH20
MH97	Identify models of personality and mind development in relation to the client in counselling and develop appropriate intervention		OUT OF SCOPE OF PROJECT – NO CHANGE
MH98	Prepare, discuss and agree a plan for counselling therapy		OUT OF SCOPE OF PROJECT – NO CHANGE
MH99	Establish and agree the therapeutic contract		OUT OF SCOPE OF PROJECT – NO CHANGE
MH100	Establish and maintain the therapeutic relationship		OUT OF SCOPE OF PROJECT – NO CHANGE
MH101	Manage the process of change throughout counselling		OUT OF SCOPE OF PROJECT – NO CHANGE