

Function 3

**Building a working
alliance with users and
relatives**

F3-1. Valuing patients and their relatives as experts in their own mental health

- Demonstrates an understanding of the fundamental importance of relationships to social and psychological wellbeing.
- Demonstrates that they regard adults with mental health problems and their families and carers as persons with dignity and competence.
- Acknowledges the strengths, expertise and contributions of family members.

F3-3. To respond adequately to feelings and emotion

- Maintains a respectful non-judgemental and empathic approach to service users and carers at all times
- Capable of communicating effectively with service users, carers and families.
- Demonstrates a willingness to acknowledge the complexities involved in using empathy and constantly monitors the relationship
- Demonstrates a willingness to reflect on and acknowledge any uncomfortable feelings arising within the relationship and deal with them appropriately.

F3-2. Upholding and promoting the legal and civil rights of users and relatives

- Demonstrates knowledge of legal issues and human and civil rights as it relates to service users and relatives/carers.
- Ensures that users and carers are exercising informed choice in relation to treatment, financial and other decisions.
- Demonstrates a commitment to equal opportunities for all persons (i.e. age, race, culture, gender, ethnicity, etc.).
- Encourages self-determination and freedom of choice.

F3-4. To communicate with user's relatives and to manage the relationship with them

- Demonstrates an understanding of the unique issues facing family members of persons with a mental health problems.
- Identifies the impact of mental health problems on family relationships and dynamics that can put family members at psychological risk.
- Educates families and prepares family members to effectively participate in support and recovery.
- Develops strategies for resolving problems related to confidentiality.

F3-5. Involve the service user's relatives, and friends in all aspects of service planning.

- Educates carers about the role, function and limitations of mental health services.
- Facilitates engagement with relatives, through the use of flexible and responsive strategies.
- Facilitates the participation of users, carers and families in the development, delivery and evaluation of individual care plans and other aspects of service planning.