

Knowledge of, and ability to operate within, professional and ethical guidelines

An ability to draw on knowledge that ethical and professional guidance represents a set of principles that need to be interpreted and applied to unique situations
An ability to draw on knowledge of mental health legislation relevant to professional practice
An ability to draw on knowledge of the relevant codes of ethics and conduct that apply to all professions, and to the profession or organisation to which the worker belongs
An ability to draw on knowledge of local and national policies in relation to:
capacity and consent
confidentiality
data protection

Autonomy

An ability for practitioners to recognise the boundaries of their own competence and not attempt to practise an intervention for which they do not have appropriate training, supervision or (where applicable) specialist qualification
An ability for practitioners to recognise the limits of their competence, and at such points:
an ability to refer to colleagues or services with the appropriate level of training and/or skill
an ability for practitioners to inform clients when the task moves beyond their competence, in a way that maintains their confidence and engagement with services

Ability to identify and minimise the potential for harm

An ability to respond promptly when there is evidence that the actions of a colleague put a client or another colleague at risk of harm, by:
acting immediately to address the situation (unless there are clear reasons why this is not possible)
reporting the incident to the relevant authorities
cooperating with internal and external investigators
When supervising colleagues, an ability to take reasonable steps to ensure that they recognise the limits of their competence and do not attempt to practise beyond them
An ability to consult or collaborate with other professionals when additional information or expertise is required

Ability to gain consent from clients

An ability to help clients make an informed choice about a proposed intervention by setting out its benefits and its risks, along with providing this information in relation to any alternative interventions
An ability to ensure that the client of services grants explicit consent to proceeding with an intervention
If consent is declined or withdrawn, and the nature of the person's presentation means intervention without consent is not warranted, an ability to respect their right

to make this decision
If an individual withholds consent, but the nature of their presentation warrants an immediate intervention:
an ability to evaluate the risk of the intervention and, where appropriate , proceed as required
an ability to attempt to obtain consent, although this may not be possible
an ability to ensure the person is fully safeguarded

Ability to manage confidentiality

An ability to ensure that information about clients is treated as confidential and used only for the purposes for which it was provided
When communicating with other parties, an ability:
to identify the parties with whom it is appropriate to communicate
to restrict information to that needed in order to act appropriately
An ability to ensure that clients are informed when and with whom their information may be shared
An ability to restrict the use of personal data:
for the purpose of caring for clients
to those tasks for which permission has been given
An ability to ensure that data is stored and managed in line with data protection legislation

Sharing information to maintain safety

An ability to draw on knowledge that it is appropriate to breach confidentiality when withholding information could:
place the client or others (e.g. family members, significant others, professionals, or a third party) at risk of significant harm
prejudice the prevention, detection or prosecution of a serious crime
lead to an unjustified delay in making enquiries about allegations of significant harm to others

An ability to judge when it is in the best interest of the client to disclose information, taking into account their wishes and views about sharing information, and holding in mind:
that disclosure is appropriate if it prevents serious harm to a person who lacks capacity
the immediacy of any suicide risk (e.g. the degree of planning; the type of suicide method planned or already attempted; circumstances such as being alone, refusing treatment, drinking heavily, or being under the influence of drugs)

An ability to draw on knowledge that the duty of confidentiality does not preclude listening to the views of family members/significant others, or providing them with non-person specific information about managing a crisis or seeking support
An ability to judge when sharing information within and between agencies can help to manage suicide risk
An ability to discuss concerns about disclosure with colleagues (e.g. by discussing the case without revealing the person's identity)

Ability to maintain appropriate standards of conduct

An ability to ensure that clients are treated with dignity, respect, kindness and consideration
An ability for practitioners to maintain professional boundaries, e.g. by:
ensuring that they do not use their position and/or role in relation to clients to further their own ends
not accepting gifts, hospitality or loans that may be interpreted as attempting to gain preferential treatment
maintaining clear and appropriate personal and sexual boundaries with clients, their families and significant others
An ability for practitioners to recognise the need to maintain standards of behaviour , that conform with professional codes both in and outside the work context
An ability for practitioners to represent accurately their qualifications knowledge, skills and experience

Ability to maintain standards of competence

An ability to draw on knowledge of the best available evidence of effectiveness when employing therapeutic approaches
An ability to maintain and update skills and knowledge through participation in continuing professional development
An ability to recognise when fitness to practice has been called into question and report this to the relevant parties (including local management and the relevant registration body)

Documentation

An ability to maintain a record for clients that:
is written promptly
is concise, legible and in a style that is accessible to its intended readership
identifies the person who has entered the record (i.e. is signed and dated)
An ability to ensure that records are maintained after each contact with clients or with professionals connected with them
An ability, where necessary, to update existing records in a clear manner that does not overwrite existing elements (e.g. in order to correct a factual error)
An ability to ensure records are stored securely, in line with local and national policy and guidance

Ability to communicate

An ability to communicate clearly and effectively with clients and other practitioners and services
An ability to share knowledge and expertise with professional colleagues for the benefit of clients