
Overview

This standard covers establishing individuals' requirements for information and providing advice and information to enable them to manage their condition, adopting a suitable lifestyle to optimise their health and wellbeing. The term 'individual' in this standard is taken to mean anyone with whom you come into contact whether they are service users, their family or significant others, colleagues, or other professionals. You need to relate to each person as someone with their own particular needs for information and advice and develop a full understanding of their requirements and how these can best be met. This standard depends on your being able to communicate information effectively and being responsive to any queries.

Users of this standard will need to communicate effectively to meet individuals' needs and wishes and work in line with health and safety legislation, policy and practices.

Performance criteria

You must be able to:

- P1. identify and agree the roles and responsibilities of yourself and others in providing advice and information to individuals on how to manage their own condition
- P2. respect the individual's rights and wishes relating to their privacy, beliefs, and dignity
- P3. create environments suitable for confidential discussions
- P4. clearly explain:
 - a. who you are and your role in providing advice and information
 - b. the name and nature of the organisation you represent
 - c. your organisational policy on confidentiality and record keeping
- P5. find out about the individual's lifestyle and make a general assessment of whether and how their lifestyle could be adapted to enable them to manage their own condition
- P6. enable individuals to express their requirements for advice and information
- P7. gather information about the individual's level of knowledge about their condition
- P8. explain how lifestyle changes may have an impact on their condition
- P9. refer the individual to alternative or additional sources of advice and information as appropriate to meet their needs
- P10. respond appropriately to any concerns the individual may have about adapting their lifestyle and make a record of this
- P11. work in partnership with the individual to set achievable targets for optimising their health and wellbeing
- P12. agree a date to review the individual's progress and requirements
- P13. maintain the confidentiality of information received from individuals and share information only with those who have the right and need to know
- P14. complete all relevant documentation required for providing advice and information to individuals on how to manage their own condition

Knowledge and understanding

You need to know and understand:

- K1. how to access and interpret all relevant work instructions, legislation, guidelines, policies, procedures and protocols needed to provide advice and information to individuals on how to manage their own condition
- K2. the scope and limitations of your own competence, responsibilities and accountability as it applies to your job role
- K3. specific procedures for reporting issues which are beyond your competence, responsibilities and accountability
- K4. evidence-based practice and its role in improving care
- K5. the principles, practice and procedures associated with informed consent
- K6. the needs of individuals and carers including issues relating to dignity, confidentiality, and privacy
- K7. the nature of the conditions dealt with by your organisation, their different forms and their effect on individuals and their families
- K8. your own values, beliefs and attitudes, and how they could impact on your work
- K9. why the ability to listen effectively is important
- K10. how to recognise the sort of information and advice that individuals may be trying to request when they may not have the terminology, confidence or skill to give an accurate specification
- K11. the information people need in order to be able to make informed lifestyle choices

- K12. how adapting lifestyle can enable an individual to manage their own condition
- K13. the range of reasons people may have for resisting change and how to identify and overcome these reasons
- K14. the impact that empowering individuals to manage their own conditions has upon the individual, their family/carer and health services
- K15. how to help people develop realistic and achievable plans to adapt their lifestyles
- K16. the importance of monitoring and reviewing progress towards adapting a lifestyle, and how to do so effectively
- K17. how an individual's cultural or religious beliefs could affect their ability to adapt their lifestyle in certain ways and how to respond to this
- K18. the range of services available locally and nationally for people who need information and support in making and maintaining changes in their lifestyle, and how to access these services

SFHGEN14

Provide advice and information to individuals on how to manage their own condition



K19. how to create environments suitable for confidential discussions

K20. how to complete and safely store all relevant documentation in accordance with organisational requirements

SFHGEN14

Provide advice and information to individuals on how to manage their own condition



| | |
|---------------------------------|--|
| Developed by | Skills for Health |
| Version Number | 3 |
| Date Approved | 13 Feb 2026 |
| Indicative Review Date | 13 Feb 2031 |
| Validity | Current |
| Status | Original |
| Originating Organisation | Skills for Health |
| Original URN | SFHGEN14 |
| Relevant Occupations | Health and Safety Officers, Health and Social Care, Health Associate Professionals, Health Professionals, Health, Public Services and Care, Healthcare and Related Personal Services |
| Suite | General Healthcare |
| Keywords | Advice, information, condition |
