

Overview

This standard is about providing information and advice to help individuals resume occupational, educational, domestic, leisure or rehabilitation activities, or to identify new activities which will enhance the individual's health and wellbeing. It includes working with the individual, their family and/or carers to agree realistic goals and taking action to achieve the desired activities.

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 supporting individuals in undertaking their desired activities
- P2. respect the individual's rights and wishes relating to their privacy, beliefs, and dignity
- P3. provide support to the individual and carers and ensure health and safety measures are implemented at all times
- P4. establish consent and access information on supporting individuals in undertaking their desired activities
- P5. refer to any previous assessments of the individual's needs
- P6. talk with the individual to establish an understanding of their values, beliefs and interests
- P7. actively listen to the individual and respond to their individual needs,
- P8. familiarise yourself with the physical, psychological and social demands of the individual's desired activities
- P9. develop a plan and agree objectives in accordance with the individual's ability to undertake desired activities
- P10. encourage and motivate the individual to help them achieve realistic objectives
- P11. help the individual recognise coping strategies, including those that have helped them in the past
- P12. liaise with other agencies and services to ensure information gathered for the individual is current, accurate and appropriate
- P13. organise activities and identify any resources that will be required for the individual to undertake the activities
- P14. identify any aids and adaptations that will be required for the individual to undertake desired activities
- P15. provide the individual with relevant contacts and make referrals to other agencies where required
- P16. review the effectiveness of actions and adapt interventions as necessary, in negotiation with the individual
- P17. complete all relevant documentation required for supporting individuals in undertaking their desired activities

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 support individuals in undertaking their desired activities
- 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. the needs of individuals and carers including issues relating to dignity, confidentiality, and privacy
- K5. how to ask questions, listen carefully and summarise back
- K6. how to establish an understanding of an individual's values, beliefs and interests
- K7. how to ensure the health and safety of individuals undertaking desired activities
- K8. how to set goals that are SMART (Specific, Measurable, Achievable, Realistic and Time-bound)
- K9. how to identify the physical, psychological and social demands of the individual's desired activities
- K10. the contribution that meaningful occupation/activity can make to an individual's sense of wellbeing
- K11. how to help individuals identify coping strategies
- K12. the range of motivations people may have for changing their behaviour and lifestyle, and how to discover their motivations
- K13. how to obtain and interpret assessments of the individual's needs
- K14. how to identify any resources or adaptations that will be required for the individual to undertake desired activities
- K15. the availability and resource implications of local services
- K16. how to identify exercises that are available to help individuals develop the ability to undertake desired activities
- K17. basic counselling techniques
- K18. the bio-psycho-social model of health
- K19. how to complete and safely store all relevant documentation in accordance with organisational requirements

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Support individuals in undertaking their desired activities

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