

Highland Social Prescribing Framework

Part 1



Highland Custody Link Project



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About this document

This document is the first part of the development of a social prescribing framework for Highland. The work to develop it has been undertaken by a Highland Social Prescribing Co-ordinating Group.

There are 6 sections:

1. Background, introduction, and evidence base

A background of how and why the work was developed and the membership of the co-ordinating group and the evidence base for social prescribing.

2. Context

Provides the definition of social prescribing that the framework has been developed using, the rationale for undertaking the work and links to local policy context and the national framework.

3. Social Prescribing E-Learning Module

Information and links to the social prescribing e-learning module, which is hosted on the TURAS website.

4. Generic Link Worker Role Description

Offering a template for the job description that can be utilised by organisations/services who are looking to employ a link worker type role.

5. Competencies Framework

Details the knowledge and skills for social prescribing, the pillars of practice, definition of social prescribing, social prescribing values and approaches and the three competency levels.

6. Training Matrix

Covers the suggested mandatory and recommended training for social prescribers and provides additional training links and information as well as a checklist for induction.

7. Acknowledgement and Further Information

Acknowledging the input from the social prescribing co-ordinating group and provides links for more information.

Background, introduction and evidence base

Two social prescribing events were held in 2023, with attendance from a wide range of participants from NHS Highland and statutory services, and 3rd sector organisations and partners. The agreed next steps across the two events were:

Recognised & Integrated into Health and Social care

Social prescribing to be recognised across Highland as an integral part of Health and Social Care where practitioners are encouraged and supported to incorporate social models of health into practice.

Guidance/Framework Development

- Develop guidance and/or a framework to:
 1. Support practitioners services and systems to develop and implement social prescribing into clinical and care pathways.
 2. Promote best practice across all sectors for those delivering social prescribing services.
- Recognise and support services delivering Social Prescribing that do not need/ involve link workers to implement evidence based social prescribing approaches.
- Develop the link worker model beyond primary care where person centre conversations are already currently built into assessments.

Standardised Training

Develop and deliver standardised training to upskill staff and equip as many people as possible to incorporate social prescribing into practice.

Highland Social Prescribing Network

- Develop a Highland Social Prescribing Network.
- Develop methods for sharing learning opportunities and key developments in Social Prescribing both locally and nationally, i.e. bulletins, seminars and conferences and future networking events.
- Develop a cross-sectoral group to coordinate efforts to develop practice, pathways and approaches.

≡ Social Prescribing Co-ordinating Group

Attendees at both events were asked to register their interest in being part of a social prescribing network and/or a co-ordinating group. Those interested in being part of the social prescribing co-ordinating group were contacted and the Highland Third Sector Interface facilitated 3rd Sector representation through a nominations process. The group first met in April 2023.

Membership of this group has grown and expanded since it was established but currently includes:

NHS Highland departments

- Public Health/Health Improvement.
- Community Mental Health Team.
- Community Pharmacy.
- Occupational Health.
- Physiotherapy.
- Unpaid Carers Service.

External partners

- My Self-Management.
- Nature4Health.
- Custody Link Worker Project.
- Change Mental Health.
- New Start Highland.
- Highland Senior Citizens Network.
- Highland Hospice.

The group identified 6 priority areas of focus and the output of this has been the documentation contained in this framework.

Context

≡ Definition of Social Prescribing

There are many definitions of social prescribing currently used but the core common principles of social prescribing are to support person-centred care and shared decision making, and to encourage a non-clinical approach to address aspects of health and wellbeing.

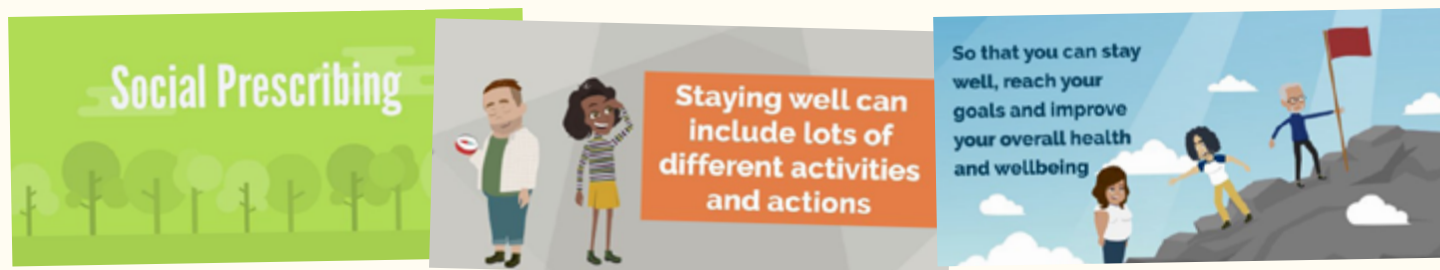
The definition on which the framework has been developed is from an international study carried out by researchers in Canada to develop an internationally accepted definition of social prescribing:

“Social prescribing is “a means for trusted individuals in clinical and community settings to identify that a person has non-medical, health-related social needs and to subsequently connect them to non-clinical supports and services within the community by co-producing a social prescription – a non-medical prescription, to improve health and wellbeing and to strengthen community connections.”

Muhl C, Mulligan K, Bayoumi I, Ashcroft R, Godfrey C. - [Establishing internationally accepted conceptual and operational definitions of social prescribing through expert consensus: a Delphi study. BMJ Open.](#)

Social prescribing can take place within clinical and community settings but will have a focus on the social determinants of health. The overall aim of social prescribing is to improve health and wellbeing and can be more than just signposting. For maximum impact, it is likely to involve a link worker who will work with people to co-create a social prescription based on individual need. The link worker will help to remove barriers to individuals accessing support.

Watch this [short video to find out more about social prescribing](#).



≡ Highland framework development and policy context

The development of a Highland social prescribing framework was undertaken in the absence of a national Scottish social prescribing framework. The participation and feedback from the events in 2023 demonstrated a local appetite for a framework. The establishment of the co-ordinating group and their continued commitment and engagement created the right conditions to progress with a local framework for Highland.

≡ Local policy context

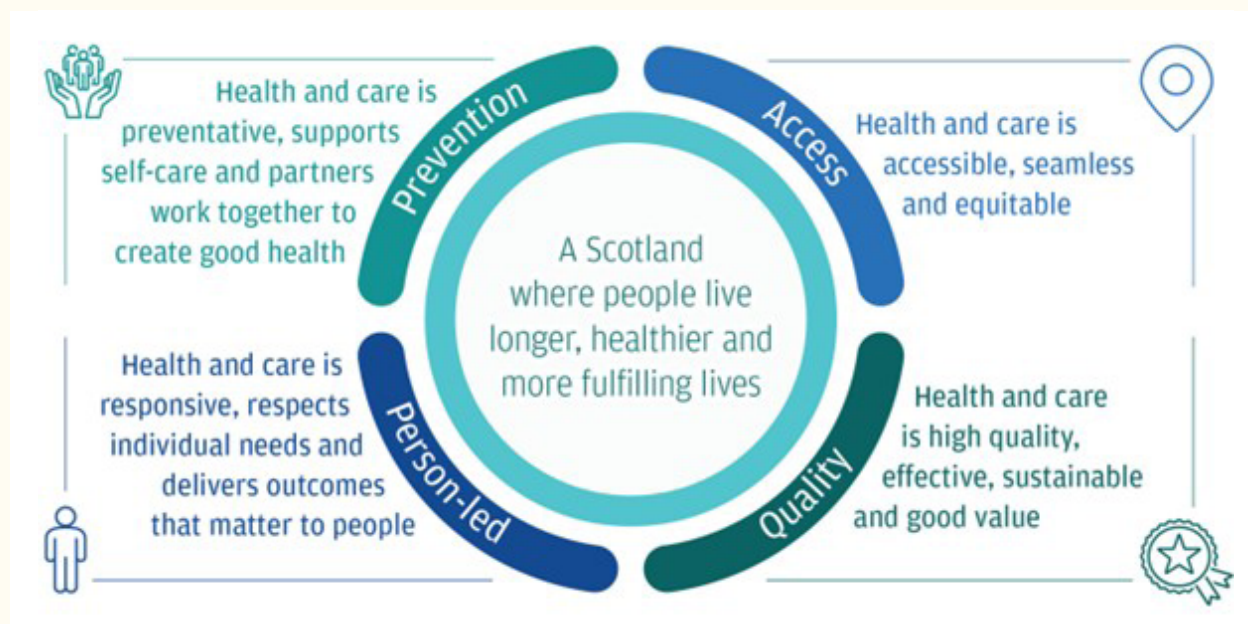
NHS Highland Strategy [Together We Care, with you, for you 2022- 2027](#) has a focus on health inequalities and an aim to mitigate economic, work, physical and social factors that individuals experience which can lead to health inequalities. There is also a commitment to support people to stay well and ensure they are empowered to take control of their own health and wellbeing which fits with a social prescribing approach.

The Highland Health and Social Care Partnership [Adult Services Strategic Plan 2024-27](#) aims to ensure that people are at the centre and quality care which respects choice and independence are provided. Social prescribing can provide a framework to help this happen.

≡ National framework

A commitment to developing a Scottish social prescribing framework has now been progressed by the publication of [Scotland's Population Health Framework 2025-2035](#) in June 2025.

The overall vision for the framework focuses on 4 key areas of work, which align to the social prescribing approaches.



Source: Scottish Government [Scotland's Population Health Framework 2025-2035](#)

The commitment to developing a social prescribing framework for Scotland as part of the focus on Places and Communities and includes:

- provision of referral links to health and wellbeing support in local communities
- developing a shared definition of social prescribing in Scotland
- supporting effective models of social prescribing based on existing good practice, including community link working
- improving equitable access and consistency in delivery regardless of the setting
- supporting workforce development and enabling better data sharing
- ensuring social prescribing supports ongoing efforts to tackle social isolation and loneliness

≡ Evidence base for social prescribing

As part of the development of [Scotland's Population Health Framework 2025-2035](#), an evidence paper was developed [Population Health Framework: Evidence paper](#). It highlighted that there was a range of evidence to demonstrate the benefits of social prescribing but noted that further work was needed to strengthen this¹.

The evidence base for social prescribing has grown substantially with over 100 evidence papers published from 2022 – 2024 as opposed to only 100 papers in total being published from 2007 – 2019².

Social prescribing has been shown to improve quality of life, general, emotional and mental wellbeing and levels of depression and anxiety. As well as having a positive impact on health and wellbeing, social prescribing evidence also shows an impact on reducing pressure on the NHS in terms of reducing hospital and accident and emergency admissions and GP appointments.

The evidence paper noted that social prescribing showed promise for delivering actions in several areas: on the social determinates of health due the person-centred approach of the social prescribing and the support to access referral paths. There is also promise that social prescribing could have economic benefits.

≡ National policy context links

Public Health Scotland's [Together we can](#) aims to create a Scotland where everybody thrives. The 10-year strategy which runs until 2035 has been developed in response to the publication of the Population Health Framework. Social prescribing is within the strengthening place and communities aim of the strategy. It is described as a means to linking primary and community care services to strengthen community connections through physical, nature-based, cultural and arts activities to improve health and wellbeing.

There are also links to Scotland's Population Health Framework in the [Health & Social Care Service Renewal Framework 2025-2035](#) and [NHS Scotland Operational Improvement Plan](#).

Background



To support the development of a shared understanding of social prescribing across Highland, NHS Highland developed a new Social Prescribing e-learning module on TURAS Learn. Published in August 2026, the module was created as part of the work of the Highland Social Prescribing Co-ordinating Group and supports the implementation of this framework by introducing social prescribing approaches and practices across Highland.

The module was piloted with practitioners by health and social health and the third sector from across Highland and Argyll and Bute. Feedback from the pilot informed the final content and highlighted the value of a flexible learning resource that can be accessed across different settings and sectors.

About the Module

The free e-learning module introduced social prescribing and its potential to improve health and wellbeing. It explores how social prescribing can help address the wider determinants of health, reduce health inequalities and connect people with sources of support within their communities.

Learning Outcomes

By completing the module, learners will be able to:

- Describe the wider determinants of health and the impact these can have on an individual.
- Define health inequalities and describe how they influence health outcomes.
- Describe the ways in which social prescribing can improve health and wellbeing.
- Identify individuals or groups who are most likely to benefit from social prescribing.
- Compare different social prescribing models and approaches, highlighting their strengths and limitations.
- Distinguish between different social prescribing approaches by describing their key features and how they are applied in practice.
- Understand the role of link workers.
- Apply knowledge of social prescribing to identify actions that can be taken within their own role.
- Reflect on personal attitudes and assumptions about non-clinical interventions and community-based support
- Describe the different examples and social prescribing initiatives in Highland and Argyll and Bute
- Identify local and national services, groups and organisations that can help support individuals in their communities.

≡ Who is the Module for?

The module is designed for:

- Health and social care practitioners
- Third sector staff and volunteers
- Community groups and organisations
- Anyone interested in learning more about social prescribing

≡ Access the Module

The module is available to learners in Highland through TURAS Learn. Individuals who do not already have a TURAS account can register free of charge via the [TURAS Dashboard](#). Further information about the module can be found on the Health Improvement page on the Public Health Zone on TURAS Learn under the e-learning section, [Health Improvement: Social Prescribing](#).

Introduction to the generic link worker role description

The generic link worker role description is intended to be a template that can be used and adapted for the development of any role that might be able to have a social prescribing focus.

Parts of the outline could be utilised for developing any role that could include an element of social prescribing without it being a specific link worker. Including elements of the generic link worker role description in other role outlines can increase the focus on prevention. Where an organisation wants a role to feature social prescribing as an element, the role outline can be reviewed and interpreted as required.

The following pages provide a more in-depth look at the role and what it entails.

Generic link worker role description

Summary Purpose of the Roles

To provide proactive, person-led support to individuals through social prescribing and personal development approaches. The roles focus on improving health and wellbeing by connecting people to community-based services and resources that address social, emotional, and practical needs.

Common Themes and Values Across All Roles

- **Person-led care:** Focus on “what matters to me” for each individual.
- **Holistic support:** Addressing social, emotional, and practical needs.
- **Community connection:** Linking people to local groups, services, and activities.
- **Empowerment:** Supporting people to take control of their health and wellbeing by increasing their capability, capacity, and confidence to help themselves.
- **Collaboration:** Working with Primary Care, community organisations, and other stakeholders.
- **Evaluation:** Contributing to service improvement through data and feedback.

Key Responsibilities

- Deliver a specialist link worker service using social prescribing principles.
- Provide 1:1 support to individuals, helping them access community services and improve life outcomes and to live well.
- Promote personal development and wellbeing strategies to help individuals “improve their wellbeing.”
- Develop and review personalised plans/goals, where appropriate, in partnership with service users.
- Refer individuals to appropriate community, statutory, and digital services.
- Work collaboratively and network with Primary Care, Third Sector and community organisations, and other stakeholders.
- Maintain accurate records and contribute to monitoring, evaluation, and reporting.
- Identify gaps in community provision and where appropriate, support community development approaches.
- Work autonomously, managing appointments and caseloads independently.
- Adopt a flexible working style to meet the needs of individuals and communities. Including travel across Highland and occasionally beyond, as required.
- Undertake and demonstrate commitment to ongoing continuous personal and professional development.



Person Specification

Essential Skills & Experience

- Experience supporting individuals using a solution-focused approach.
- Strong knowledge and experience in supporting individuals facing complex social and emotional challenges, particularly those living in areas of deprivation or navigating difficult life circumstances.
- Strong interpersonal, communication and listening skills, including motivational and negotiation abilities, and the ability to support individuals to prioritise.
- Knowledge of social prescribing, personal development, and community development.
- Understanding of the challenges faced by people with a role specific understanding.
- A proactive self-starter, ability to work independently and as part of a team.
- IT proficiency (word processing, spreadsheets, email, internet).
- Commitment to confidentiality, GDPR, and non-discriminatory values.



Desirable Skills & Experience

- Experience working in/with the Third Sector, particularly in Highland.
- Familiarity with systems and health/social care policy in Scotland.
- Experience with data collection, evaluation, and outcome measurement.
- Training in motivational interviewing or coaching.
- Knowledge of local Third Sector services and community assets.

Challenges of the Role

- **Emotional resilience:** Managing the emotional burden and expectations associated with supporting individuals.
- **Sustained focus:** Maintaining daily concentration for decision-making and strong organisational skills to balance competing demands, client needs, and multiple contacts within and outside the organisation.
- **Lone Working:** periods of working in isolation and alone in community settings which requires continuous assessment of risks to self, team, and clients.
- **Partnership working:** Collaborating with NHS staff and partner agencies to raise awareness of the service and ensure effective integration.
- **Behavior change facilitation:** Supporting individuals to make and sustain positive lifestyle changes.
- **Adaptability:** Delivering high-quality care across varied settings with differing levels of facilities and resources.



☰ Additional Information

- This role involves a mix of office-based work, home working, and community visits.
- Hours may vary to meet service needs, including occasional evening or weekend work.
- A full UK driving licence and access to a vehicle are essential for home visits and community engagement.
- IT equipment will be provided for home working in line with organisational policies.
- Flexible working options are available, subject to service requirements.



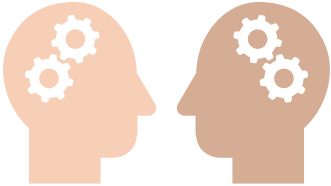
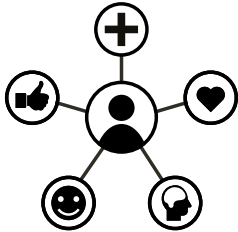
Competency Framework

The Competency Framework is intended as a guide to the essential skills and knowledge that individuals may need to deliver a social prescribing approach, either within their existing role or as a specialist social prescriber. The framework is not intended to be prescriptive; rather, it is designed to help a wide range of professionals recognise that they may already be delivering aspects of social prescribing through the skills, knowledge and practices they use in their day-to-day work.

The Competency Framework can also be used by organisations and services to align with their own policies and practices, helping to identify and develop the skills, knowledge and capacities required to strengthen and enhance social prescribing approaches.

This framework sets out knowledge and skills required by all staff who can include social prescribing approaches in their working practice.

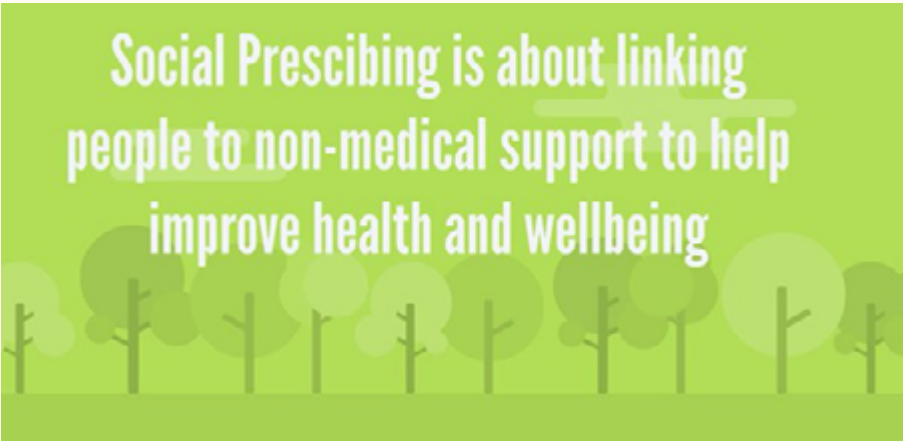
Pillars of practice

Shared Understanding	Training & Upskilling	Quality of Provision	Monitor & Evaluate	Improve Outcomes
				

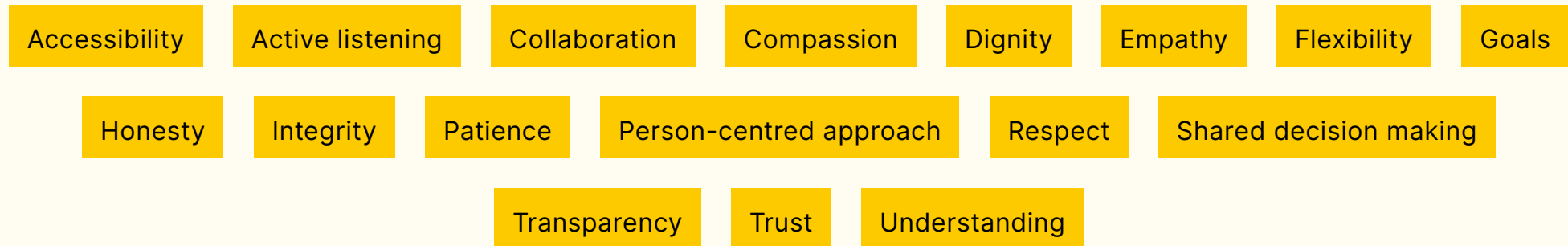
Social prescribing definition

Social prescribing is: “a means for trusted individuals in clinical and community settings to identify that a person has non-medical, health-related social needs and to subsequently connect them to non-clinical supports and services within the community by co-producing a social prescription – a non-medical prescription, to improve health and wellbeing and to strengthen community connections.”

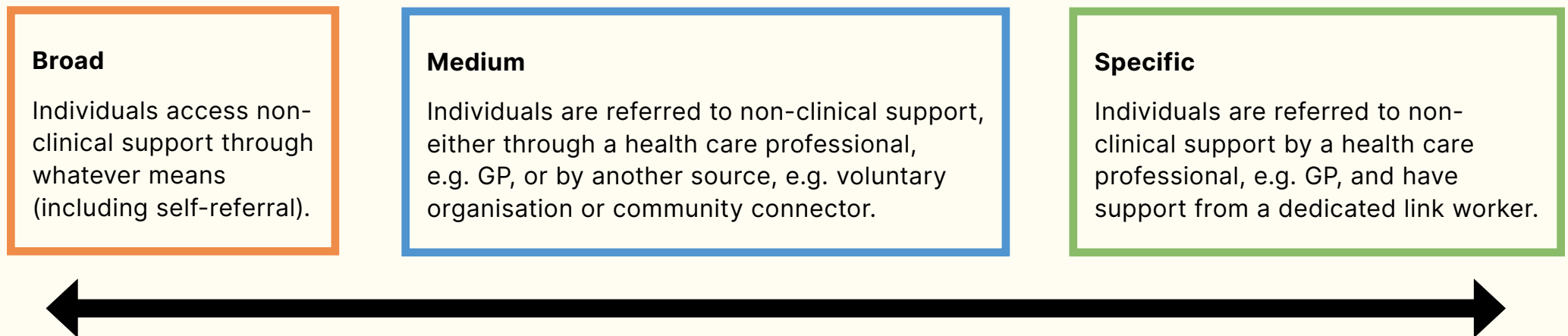
Muhl et al. (2023).



☰ Social prescribing values



Approaches to social prescribing are:



Adapted with permission from Lejac (2021).

Framework levels

The three levels of the Framework are:

- Universal** - aimed at all staff who could use social prescribing approaches.
- Targeted** - aimed at all staff who already have a person-led component to their role and could include or develop additional social prescribing approaches.
- Specialist** - aimed at all staff who have a specialist or specific social prescribing type role.

Levels			Examples of roles/professions
Level 1	Universal	Describes the essential knowledge and skills that all staff need to describe and promote the principles of social prescribing and contributes to ensuring a holistic, person-led and trauma-informed approach. They may provide information on support options available for signposting an individual to improve their circumstances and overall health and wellbeing.	• Receptionists. • Healthcare Support Workers. • Community Nurses. • Volunteers. • Admin staff in GP practices or community settings. • Health Improvement Practitioners. • Community pharmacists. • Volunteer co-ordinator. • Dental nurse. • Library staff. • Fire and Rescue Service staff. • Leisure Centre staff. • Community Development Worker.

Levels			Examples of roles/professions
Level 2	Targeted	Describes the essential knowledge and skills required for staff who have a core role to provide person-led support and can promote social prescribing approaches in their wider role to help improve health and wellbeing outcomes for individuals. They will take an active role in supporting individuals access identified support to improve their health and wellbeing in a person-led way that puts them at the heart of decision making. They may signpost or make direct referrals into other activities or services to provide support an individual based on their identified need.	• Social Workers. • Mental Health Practitioners. • Welfare Advisors. • Housing Officers. • Youth Workers. • Allied Health Professionals (e.g. physiotherapists, occupational therapists). • Practice nurse. • Employment advisor. • Substance use support worker. • Carers support worker. • School nurse. • Family support worker. • Peer support worker.
Level 3	Specialist	Describes the extensive knowledge and skills required for staff providing specialist social prescribing support as part of their core role and remit. They will work directly with patients to find out what is important to them, co-produce a social prescription and support them to access the right non-medical services or community support. They will also help to remove any barriers to access services or support and are likely to work with an individual over an extended period.	• Social Prescribing Link Workers. • Community Link Workers. • Community Navigators. • Wellbeing Coordinators. • Specialist Mental Health Link Workers. • Community Connectors. • Case Managers in integrated care teams. • Health and wellbeing coach.

Competencies to engage and connect with people

	Universal	Targeted	Specialist
Gathers information and adapts questioning style for individual needs.	☒	☒	☒
Clarifies and summaries information as appropriate.	☒	☒	☒
De-mystifies information and checks understanding.		☒	☒
Empathises with individuals, their thoughts, feelings and actions.	☒	☒	☒
Confidently approaches difficult conversations.			☒
Communicates according to needs and preference.	☒	☒	☒
Demonstrates environmental awareness (setting, layout – safe space).	☒	☒	☒
Able to utilise a range of consultation methods.			☒
Able to develop and maintain a mutual and reciprocal relationship.		☒	☒
Demonstrates active listening.	☒	☒	☒
Able to work as part of a wider team to provide support.			☒
Demonstrates the ability to critically reflect on own practice	☒	☒	☒

Competencies to enable and support people

	Universal	Targeted	Specialist
Co-develop personalised plans/goals or other means to measure progress/change.		☒	☒
Assesses and adapts to individual levels of skills and confidence.		☒	☒
Assesses and adapts to levels of health literacy.	☒	☒	☒
Promotes and support behaviour change through coaching and motivational interviewing techniques.			☒
Demonstrates cultural competence and understanding of equality, diversity and inclusion.	☒	☒	☒
Assesses progress against personalised plan/goals or other progress/change measures.			☒
Able to adopt a strengths-based approach and work in partnership.		☒	☒
Uses a range of communication strategies to help co-develop a plan.			☒

≡ Competencies to establish relationships and networks

	Universal	Targeted	Specialist
Supports people to attend community groups and/or services.	☒	☒	☒
Supports accessibility of community groups and/or services.			☒
Demonstrates an awareness of community assets for social prescribing.	☒	☒	☒
Able to develop and maintain referral pathways into social prescribing.			☒
Able to maintain and draw on in-depth knowledge of community assets.			☒
Able to contribute to building community assets.			☒

≡ Competencies for safe and effective practice

	Universal	Targeted	Specialist
Maintains compliance with mandatory and statutory training.	☒	☒	☒
Understand obligations to safeguard individuals from harm and knowledge of safeguarding procedures.	☒	☒	☒
Understand and maintain compliance with information governance principles and protocols.	☒	☒	☒
Understand obligations to keep and maintain accurate records.	☒	☒	☒
Understand the social/wider determinants of health, health inequalities and population health.		☒	☒
Record and demonstrate impact through multiple routes.			☒
Knowledge of, and ability to operate within, professional, legal and ethical guidelines.	☒	☒	☒
Knowledge of, and ability to work within, issues of confidentiality and consent.	☒	☒	☒
Able to work and adapt differing situations and requirements.	☒	☒	☒
Undertake appropriate support and supervision, and professional development.	☒	☒	☒

≡ Social prescribing training matrix

This training matrix is a guide for organisations and individuals to use within the context of social prescribing. It is not intended to be prescriptive as organisations and individuals may require different training based on their level of involvement with social prescribing. The matrix sets out what training might be mandatory for all social prescribing approaches, but this can be supplemented with any additional training required for specific roles. The descriptor gives a minimum outline of the core content of training.

All training listed is free to attend but most require a Turas account to access. If you don't have a Turas account, register for one on the following link: [Register for a Turas account](#).

The following table contains a list of training that is deemed mandatory of anyone who undertake social prescribing as part of their job role. Review the training matrix and against what your organisation already has as mandatory training to help direct what additional training you may want staff to undertake.

Mandatory Training	Descriptor/Core Content	Further information
• Information governance. • Data protection. • GDPR. • Confidentiality.	Staff should be trained and competent in data protection and security. They should be aware of relevant policies and procedures and adhere to those at all times.	Organisational offer.
• Motivation, Action and Prompts (MAP). • Motivational interviewing.	MAP provides knowledge, skills and confidence to talk to people about behaviour change and to deliver theory-based interventions which are person-centred and will promote positive health and wellbeing outcomes. Motivational interviewing (MI): this module covers the foundations of motivational interviewing practice is an introduction to Motivational Interviewing, including the foundations of MI practice and strategic elements. Focused on: Working with substance use, trauma and mental health.	Turas online courses. • MAP of health behaviour change: helping people to make and maintain behaviour change. • Motivational interviewing: the foundations of motivational interviewing practice.

Mandatory Training	Descriptor/Core Content	Further information
Developing trauma skilled practice.	Staff should understand the impact of trauma and respond in a trauma-informed way. The module helps increase your understanding of what psychological trauma is, how it can affect the people you work with, and how people can be supported to recover.	Turas online module. • Trauma skilled.
• Suicide Intervention Prevention Programme. • Suicide prevention. • Self-harm.	Suicide Intervention Prevention Programme (SIPP). Aims to improve people’s awareness of suicidal thinking and to increase their confidence to ask someone if they are feeling suicidal, and to support them to seek further help. Safe for Now. Supporting a person with suicidal intent is for those who have already attended a Suicide Intervention and Prevention (SIPP) course and would like to build on their skill set to develop and use safety planning tools. Self-Harm Awareness. Understanding and supporting people who self-harm is designed to provide a deeper understanding of self-harm and give more in-depth information on how we can support someone who self-harms.	Turas online modules: NHS Health Improvement Training. • SIPP - two online facilitated sessions. • Safe for Now – one face to face facilitated session. • Self-harm – one online facilitated session.

Mandatory Training	Descriptor/Core Content	Further information
• Mental health awareness. • Scottish Mental Health First Aid.	Mental health and wellbeing (MH&WB). An introduction to mental health and wellbeing - essential knowledge and skills required by all staff working in health and social care or within partner organisations to positively impact on their own and others mental health and well-being. Scottish Mental Health First Aid (SMHFA) training. Aims to teach people to recognise the signs and symptoms of someone with mental health problems, such as depression, anxiety and psychosis, and to help deal with a crisis situation by guiding someone towards professional and other help.	Turas online modules: NHS Health Improvement Training. • MH&WB introduction – 1 online facilitated session. • SMHFA – two-day face to face.
• Domestic violence & abuse. • Gender-based violence.	Domestic abuse awareness. An introduction to domestic abuse and coercive control. It provides an overview of the main considerations when responding to domestic abuse. Five additional modules are available for more in-depth training. Gender based violence. A basic introduction to the issue, its impact on health, and the key principles of a sensitive and appropriate response.	Turas online modules. • Domestic abuse awareness. • Gender based violence.

Mandatory Training	Descriptor/Core Content	Further information
• Safeguarding. • Public protection for children and adults.	Once for Scotland - Public Protection learning site. Adult support and protection and child protection: informed and skilled levels. NHS Highland specific – adult protection, child protection, gender-based violence, public protection, prevent.	Turas online modules. • Public Protection learning site. • NHS Highland Public Protection Zone.
	Awareness of Child Protection. The Awareness of Child Protection module is designed to introduce key principles of safeguarding children and young people in Scotland. It provides foundational knowledge for anyone involved with children, highlighting their rights, the signs of abuse and neglect, and the responsibilities of individuals in promoting their safety and well-being. This module aims to equip learners with the understanding needed to contribute to a safe environment and respond appropriately if concerns arise.	Care and Learning Alliance (CALA) online training. • Awareness of Child Protection.

Mandatory Training	Descriptor/Core Content	Further information
	Introduction to the National Guidance for Child Protection (Scotland) 2021. This module describes the responsibilities and expectations of everyone who works with, or comes into contact with children and young people, families and carers in Scotland. It sets out how agencies should work together with children and young people, families, carers and communities to protect children and young people from abuse, neglect and exploitation and replaces the 2014 National Guidance. Through a blend of mixed media presentation, including video and audio the module will guide you through key messages of the National Guidance for Child Protection in Scotland 2021, in a clear, straightforward and interesting way to help ensure competent, skilled and confident workforce, working collaboratively in local communities with the public to protect our children and young people.	Care and Learning Alliance (CALA) online training. • Introduction to the National Guidance for Child Protection (Scotland) 2021.
	Getting it Right for Every Child (GIRFEC) and Children's Rights learning site This learning site provides resources to support Getting it right for every child (GIRFEC), children's rights and the implementation of the United Nations Convention on the Rights of the Child (UNCRC) (Incorporation) (Scotland) Act 2024	TURAS online modules. • GIRFEC and Children's Rights.

Mandatory Training	Descriptor/Core Content	Further information
	Adult protection: introduction to adult protection in Highland [level 1]. The aim of this course is to raise awareness of adult protection and to promote that adult protection is "everybody's responsibility". This course will support and enable staff to recognise harm in all of its forms and to understand and carry out their responsibilities under the Adult Support and Protection Scotland Act 2007 and the Highland Adult Support and Protection Inter-agency Procedures such as reporting.	Turas online module. • Adult protection : introduction to adult protection in Highland [level 1].
Violence and aggression.	Violence and aggression prevention training. Providing a basic understanding of the theoretical aspects of violence and aggression, including legislation, the causes of violence and aggression, basic de-escalation and an awareness of personal safety.	Turas online module - aimed at NHS staff. • Violence and aggression prevention: all staff (theory).
Equality, diversity & inclusion.	Equality and Diversity Learning Zone. Offering a range of educational resources around equality, diversity and human rights topics, including online modules.	Turas online module. • Equality and Diversity Zone.
Health inequalities.	Health inequalities: why bother? Explores why tackling inequalities is the responsibility of everyone, what works to tackle health inequalities and explores how to apply this learning in your own working practices.	Turas online modules: NHS Health Improvement Training. • Health inequalities: why bother?

Mandatory Training	Descriptor/Core Content	Further information
Carers.	Equal partners in care. Caring for unpaid care are eLearning modules and provides details on further resources to help you identify, include and support unpaid carers.	Turas online modules. - Identifying unpaid carers 1A. - Identifying unpaid carers 1B.
Social prescribing	This module gives health and social care practitioners, and anyone with an interest in supporting people's health and wellbeing, an overview of social prescribing.	Turas online module. Social Prescribing.

The following table lists training that is recommended as personal development for anyone who undertake social prescribing as part of their job role.

Personal development	Descriptor/Core Content	Further information
Bereavement & loss.	NES bereavement education resources for health and social care staff concerning support for people who have been bereaved, including consideration for specific contexts and related matters.	Turas Bereavement Zone.
Cultural awareness.	Learning resources relating to equality topics, specific groups of people who are protected from discrimination, harassment and victimisation under equality legislation, including disability and neurodiversity, gender, LGBT+ and race equality and religion and beliefs.	Turas Equality and Diversity Zone.
Coaching and mentoring.	It may be recommended that staff undertake training on coaching and mentoring by individual organisations. If so, the organisation should provide training on this.	Organisational offer
Crisis intervention.	This guidance is written to support the workforce to deliver effective Psychological First Aid to in order to help those in distress in the immediate aftermath of a crisis.	Turas online module. Psychological First Aid.

Personal development	Descriptor/Core Content	Further information
Digital skills.	A selection of learning resources focussed on the introductory elements of digital skills, including clips, eLearning, documents and websites. The Digital and Data Hub has a range of information but is mainly aimed at health and social care staff.	Turas online landing page containing a range of resources. • Introduction to Digital. • Digital and Data Resource Hub.
Teamwork.	Toolkit content: Why teamwork is important within the NHS; Models and studies on processes and people that will help you understand how your team works and how this impacts on effectiveness and success; Ideas and interventions to use to develop and promote good teamwork within your workplace; Links to more learning about team development. NB: NHS focus but may be relevant to others.	NHS Employers: team toolkit.
Emotional resilience.	This workbook will help you to assess your own level of resilience, discover the key elements of personal resilience and explore tools and techniques for boosting personal resilience and managing stress. Personal resilience zone with a range of activities and workbooks.	Downloadable resources on Turas. • Resilience workbook. • Personal resilience.
Health Literacy.	Health literacy zone contains learning materials to support health literacy across NHS Scotland health and social care. Includes advice on: • Impact of poor health literacy. • Techniques to help communicate.	Turas Finding and using knowledge. • Health literacy.

Personal development	Descriptor/Core Content	Further information
Shared Decision Making.	Realistic Medicine – Shared Decision Making is a central component of Realistic Medicine and supports patients and their families to be involved in decisions about their care. Shared Decision Making module aims to introduce the concepts of Shared Decision Making, including identifying and addressing challenges to incorporating Shared Decision Making into their practice. They will then learn how to structure a Shared Decision Making conversation and how to discuss risk when conversing with patients about their options. Might be more health professional focused.	Turas Realistic Medicine zone. • Shared Decision Making. • Shared Decision Making eLearning module.
• Person centred approaches. • Good conversations. • Empathy.	Good conversations and empathy learning outcomes include: • Qualities that support a helpful conversation. • Apply principles and techniques which demonstrate empathy and enable good conversations. • Approaches that can help engage people with communication difficulties.	Healthcare Improvement Scotland: Right Decision Service. • Module 1: Good conversations and empathy.
• Poverty. • Money worries.	Money Counts training aims to build confidence to ask about money worries and increase knowledge of support services. Poverty Informed Practice training aims to increase understanding of poverty and help organisations and services take a poverty informed practice approach to reduce stigma.	Turas online module (3 parts). Health inequalities: money counts - • Supportive conversations. • Poverty informed practice. • Brief conversations.

Personal development	Descriptor/Core Content	Further information
Reflective practice.	Reflective practice supports individuals to critically reflect on their own practice. It can provide an opportunity for continued learning; allow individuals to consider situations they have experienced and provide an opportunity to explore positive outcomes which may be useful or avoided in the future. It can support improving the quality of service delivery.	Turas online toolkit. Reflective practice toolkit.

≡ Link to other information and training

The following table provides information and additional training links that may be relevant to social prescribers.

Organisation/role specific	Further information
Basic 1st aid.	Training may be offered in-house in organisations. Various organisation in Highland offer training at a cost.
Realistic medicine.	Realistic Medicine website.
Social prescribing.	Scottish Social Prescribing Network. Social Prescribing Network.
Social welfare.	Highland Council Welfare Team. Social Security Scotland benefits. Citizen Advice Bureau - Cost of Living. Department of Work and Pensions (DWP) benefits.
Distress Brief Intervention awareness (DBI).	Please note, only certain organisations can make referrals. Distress Brief Intervention.
Microsoft 365 (formerly known as Microsoft Office).	Training may be offered in-house within organisations. Microsoft 365 Training online video and tutorial portal.

Organisation/role specific	Further information
Naloxone (opioid overdose reversal).	Training on using Naloxone. • Scottish Drug Forum Overdose Prevention, Intervention and Naloxone e-learning. • Highland Alcohol and Drug Advice and Support Service (HAADAS).
Oasis Record Keeping.	Training may be offered in-house in organisations.
Outcomes Star (Measuring Change).	Delivered by Outcomes Star Training. Please note there is a cost for training and to use Outcomes Star materials - Outcomes Star pricing.
Infection Prevention and Control (Foundation) and Infection control named modules.	• Why infection controls matter. • Scottish infection prevention and control education pathway (SIPCEP) landing page.
Leadership and Management in Healthcare Leadership Foundations Course.	Turas online module. Leadership and Management Zone.
Digital Health and Care.	Digital Health and Care.
Once for Scotland: Learning Disabilities.	Once for Scotland: Learning Disabilities.
Introduction to core skills for relapse prevention and recovery management.	Working with substance use, trauma and mental health.
Managing boundaries and difficult situations.	Healthcare Improvement Scotland - Right Decision Service: support for decisions for Scotland's health and care. • Module 6: Managing boundaries and difficult situations.
Addressing inequalities.	Healthcare Improvement Scotland - Right Decision Service: support for decisions for Scotland's health and care. • Module 7: Enabling everyone to participate.

Organisation/role specific	Further information
Highland Neurodiversity Hub	A collection of reliable, neuro-affirming information to confidently understand and support neurodivergence. • Highland Neurodivergent Hub website.

≡ Policies and Induction Checklist

The following table provides a list of policies and induction information that social prescribers should have access to. There may be additional organisational policies and induction processes, and this can be noted on the table below.

Policies and Induction	Name	Date
Lone working.		
Professional boundaries.		
Health & safety.		
Risk assessment.		
Referral management protocol.		
Safeguarding.		
Customer services and relations.		

Acknowledgement

Public Health/Health Improvement would like to acknowledge the work of the members of the Highland Social Prescribing Co-ordinating Group in developing the framework and thank them for their contribution, commitment and enthusiasm.

Further information and resources

Links to other nations social prescribing frameworks:

- **Ireland** - [HSE Social Prescribing Framework](#).
- **Wales** - [National Framework for Social Prescribing: December 2023](#).
- **NHS England** - [NHS England » Social prescribing](#).

Further information on social prescribing can be found on:

- [NHS Highland social prescribing webpages](#).
- [Scottish Social Prescribing Network \(SSPN\)](#).
- [The National Academy for Social Prescribing](#).

Highland Directory of Services

The [Highland Directory of Services \(DoS\)](#) is an online resource of local services, groups and organisations that support health and wellbeing across Highland. The directory can be used by link workers, health and social care practitioners and members of the public who want to find where to access services and support.



Endnotes

- 1 The Scottish Government, 2025, Population Health Framework: Evidence Paper, the Scottish Government, [Population Health Framework: Evidence Paper](#), Accessed on 13/03/2026.
- 2 McSwiggan, Emilie, Donaghy, Eddie, Gulland, Jackie, O'Donnell, Amy, W. Mercer, Stewart, [The Role of Place in Social Prescribing: A State-of-the-Art Literature Review, Health & Social Care in the Community](#), 2025, 9920046, 33 pages, 2025. Accessed on 12/03/2026.