

## ASTH326 - SQA Unit Code B6VN 04

Enable individuals to maintain contacts in potentially isolating situations



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### Overview

This unit is intended for workers who work with individuals in potentially isolating situations (whether this is physical or social) who require such support. Individuals may be nearly or actually house-bound, may be receiving long-term care away from their home, may have restrictions placed on their freedom and movement (for example individuals who are detained under the Mental Health Act), or individuals who are isolated by communication differences (by language differences or by a sensory impairment) or through emotional distress. The worker supports the individual in maintaining social contacts by offering encouragement and practical assistance and through obtaining specific information and literature.

The importance of respecting the individual's needs and wishes about maintaining and developing contacts and interests is highlighted. The worker is expected to show an awareness of the boundaries that their role places upon the individual/worker relationship and recognise and deal with tensions that may arise between the rights and interests of the individual and the responsibilities of the worker within the care plan.

**Performance  
criteria**

- You must be able to:*
- P1 offer sufficient time and opportunity to individuals and encourage them to express their needs for, and interest in, maintaining social contacts
  - P2 encourage and offer appropriate support to individuals who express an interest in contacting or meeting others
  - P3 provide the appropriate support, where the individual has difficulty in communicating, in a manner which maintains the individual's dignity
  - P4 support individuals in maintaining their contacts consistent with their needs and wishes, and through appropriate support and assistance
  - P5 give specific assistance, support and companionship in a manner appropriate to the individuals, their needs, choice, and consistent with the plan of care and your role
  - P6 make appropriate efforts, if the individual appears to be losing interest in areas outside of their immediate environment, to promote their interest in broader areas
  - P7 pass information to an appropriate person without delay when individuals are at risk of losing a sense of purpose or interest
  - P8 offer sufficient time, opportunity and encouragement for individuals to express their needs and wishes for information and assistance
  - P9 encourage individuals to obtain information about services and facilities for themselves and be as self-managing as possible
  - P10 ensure that when an individual asks for assistance, it is of a type and level, and is given in a manner, which is appropriate to them and is consistent with the plan of care
  - P11 discuss potential sources of information with the individual and check them for suitability
  - P12 provide information which is relevant to the individual at the time required and in a suitable format which is likely to be understood
  - P13 ensure that information is current, accurate and checked as being consistent with the individual's request, needs and understanding
  - P14 encourage individuals to give feedback on the information provided and to make further requests
  - P15 take the appropriate action without delay where the information provided produces strong or adverse reactions in the individual
  - P16 explain the problems caused by requests for information or literature which you find unethical and against your personal beliefs and preferences whilst acknowledging the individual's rights

### Knowledge and understanding

*You need to know and understand:*

- K1 why the worker should encourage relationships with others
- K2 why social contacts are important and why it might be appropriate to encourage and develop them
- K3 why individual wishes to relate or not to relate to others should be recognised
- K4 why any attempt to encourage relationships must be within the boundaries of confidentiality and privacy
- K5 your role and the limits which that role places on the relationship with clients
- K6 reasons why different approaches and responses may need to be used in supporting clients with communication difficulties
- K7 the factors which cause clients to become potentially isolated (such as limited mobility, sensory ability or discrimination)
- K8 how communication difficulties and differences may vary in different settings and at different stages of development
- K9 methods of encouraging individuals to maintain an interest in, and contact with, the outside world
- K10 why individuals should be encouraged to be as self managing as possible
- K11 the importance of matching help given to individual needs of the individual
- K12 why individuals' wishes must be taken account of even if they do not want to take up available benefits and services
- K13 the individual's rights to confidentiality regarding the information which they choose to access and how this can be maintained or enhanced
- K14 your own rights in explaining to the individual that there may be certain information which you are uncomfortable about purchasing (e.g. pornography) and the ways in which such conflicts can be handled to the agreement of both involved
- K15 the different forms which assistance, support and companionship can take
- K16 sources of information about different services
- K17 how your views regarding the appropriateness of information and literature may influence the support you give to individuals
- K18 the likely impact of information upon individuals (e.g. where the service is no longer available)
- K19 how communication difficulties and differences may vary in different settings and at different stages of development
- K20 methods of encouraging the individual to engage in discussion regarding the information and extending the individual's interest beyond their immediate concern
- K21 methods of recording information in a suitable format for individual's

different needs

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**Originating organisation** Skills for Justice

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**Relevant occupations** Health, Public Services and Care; Health and Social Care; Managers and Senior Officials; Managers and Proprietors in Hospitality

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**Suite** Housing

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**Key words** Individuals, isolating, situations, support, maintaining, developing contracts, interests, awareness, relationship