

## ASTH416 - SQA Unit Code DK69 04

Develop practices which promote choice, well-being and protection of all individuals



---

### Overview

For this unit you will need to develop, maintain and evaluate systems, and support others to promote the rights, responsibilities, equality and diversity of individuals in making choices about their care and protection.

## ASTH416 - SQA Unit Code DK69 04

### Develop practices which promote choice, well-being and protection of all individuals

---

#### Performance criteria

*You must be able to:*

- P1 you develop and maintain relationships with individuals and key people
- P2 you provide up-to-date information to support individuals to make informed choices about the care and services they receive
- P3 you work in partnership with individuals, key people and others within and outside your organisation to promote the individual's choice about their care
- P4 you support individuals to communicate their views about:
  - P4.1 their priorities
  - P4.2 their needs
  - P4.3 the factors that affect their health and well-being
  - P4.4 changes that they are experiencing and are likely to experience in the short, medium and long term balancing these views with the rights and responsibilities of key people
- P5 you develop solutions to deal with conflicts and dilemmas when promoting the individual's rights and responsibilities
- P6 you seek and use appropriate support:
  - P6.1 when there are conflicts that you cannot resolve
  - P6.2 with areas of work that are outside the scope of your responsibility and your competence to deal with
- P7 you act as a role model to demonstrate to others how to:
  - P7.1 respect and balance the views, preferences and wishes of individuals and key people
  - P7.2 support individuals to have as much control over their lives as possible
  - P7.3 support individuals to use their strengths and abilities
  - P7.4 acknowledge the dilemmas individuals face when balancing their own rights, preferences and responsibilities with those of key people and others
- P8 you promote individuals' rights to:
  - P8.1 comment and complain and you act on complaints in ways that are open, fair and consistent with legal and organisational requirements
  - P8.2 secure independent advice, support and advocacy when decisions are being made about their lives and futures
- P9 you ensure that you, and others with whom you work:
  - P9.1 respect the individual's beliefs, culture, values and preferences
  - P9.2 treat and value each person as an individual
  - P9.3 acknowledge the diversity of individuals, key people and others

## ASTH416 - SQA Unit Code DK69 04

### Develop practices which promote choice, well-being and protection of all individuals

---

- P9.4 respect the dignity and privacy of individuals, key people and others
- P9.5 promote equal opportunities for individuals
- P9.6 put the individual's needs and preferences at the centre of everything you do
- P9.7 provide active support that promotes the participation and inclusion of all individuals
- P9.8 support anti-discriminatory practice
- P9.9 identify and challenge discrimination and oppression
- P9.10 ensure information is disclosed only to those who have the right and need to know
- P10 you ensure that you and others with whom you work honour work commitments and when this is not possible, explain why
- P11 you demonstrate that you are trustworthy, reliable and dependable and support others to do the same
- P12 you support those who need assistance in exercising their rights
- P13 you seek advice, information and guidance when you are having difficulty implementing systems to promote equality and diversity
- P14 you support individuals to:
  - P14.1 communicate their fears and knowledge of risks, situations, events and personal crises that might result in danger, harm and abuse
  - P14.2 identify agree and use approaches to manage risks and protect themselves from danger, harm and abuse
- P15 you agree, with individuals and key people, the procedures to follow when situations, events and behaviour occur that could lead to danger and abuse of themselves, key people and others
- P16 you identify and defuse, where possible and safe to do so, situations that might result in danger, harm and abuse to individuals, key people and others
- P17 you ensure that you and those with whom you work can access and understand information about:
  - P17.1 the legal and organisational requirements for the protection of
  - P17.2 who can have access to information about actual and suspected harm and abuse
  - P17.3 how to deal with, record and report on incidents of possible and actual danger, harm and abuse avoiding actions and statements that could adversely affect the use of evidence in future investigations and court
- P18 you contribute to the development of an open environment and relationships in which individuals are able to express their fears, anxieties, feelings and concerns without worry of ridicule, rejection or retribution
- P19 you take appropriate and immediate action, following legal and

## ASTH416 - SQA Unit Code DK69 04

### Develop practices which promote choice, well-being and protection of all individuals

---

- organisational procedures where you or others observe signs and symptoms of danger, harm and abuse or where this has been disclosed,
- P20 you ensure that your own and the actions of others, whilst giving priority to the protection of the individuals, avoid actions and statements that could adversely affect the use of evidence in future investigations and court
- P21 you ensure that records and reports are timed, dated, within confidentiality agreements and written according to organisational procedures and legal requirements, avoiding statements that could adversely affect the use of evidence in future investigations and court
- P22 you pass on relevant, accurate, reports and information about suspected abuse within confidentiality agreements and according to legal, organisational, interagency and partnership requirements
- P23 you observe, challenge and report on unsafe practice
- P24 you seek advice, information, guidance and specialist support when you are unable to provide the support needed for the protection of individuals, key people and staff
- P25 you provide support to others to enable them to cope with thoughts and feelings about suspected harm and abuse and to develop practice
- P26 you develop strategies and systems to deal with your own thoughts and feelings and reflect on practices
- P27 you provide evidenced based reports, on changes that are needed to systems and structures for the protection of individuals, in accordance with:
- P27.1 your role and responsibilities
  - P27.2 confidentiality agreements
  - P27.3 legal and organisational requirements
- and avoiding statements that could adversely affect the use of evidence in future investigations and court

## ASTH416 - SQA Unit Code DK69 04

### Develop practices which promote choice, well-being and protection of all individuals

---

#### Knowledge and understanding

*You need to know and understand:*

- K1 legal and organisational requirements on equality, diversity, discrimination, rights, confidentiality and sharing of information when promoting the choice, well-being and protection of individuals
- K2 the holistic person centred approach which enable you to work in ways that:
  - K2.1 place the individual's preferences and best interests at the centre of everything you do
  - K2.2 provide active support for the individuals
  - K2.3 recognise the uniqueness of individuals and their circumstances
  - K2.4 empower individuals to take responsibility (as far as they are able and within any restrictions placed upon them), and make and communicate their own decisions about their lives, actions and risks from danger, harm and abuse
- K3 methods and ways of working that:
  - K3.1 support equality and diversity
  - K3.2 support the rights of people to communicate in their preferred way, media and language
  - K3.3 are effective when dealing with, and challenging information, documents, systems, structures, procedures and practices that are discriminatory
  - K3.4 are ethical and adhere to any codes of practice relevant to your work
  - K3.5 respect other people's ideas, values and principles
- K4 how to ensure that you and others for whom you are responsible protect the rights and the interests of individuals taking account of any limitations on the individual's rights
- K5 how to manage ethical dilemmas and conflicts for individuals, those who use services and staff
- K6 how you and others for whom you are responsible can and should use relationships to promote individuals' rights, choices and well-being
- K7 codes of practice and conduct, and standards and guidance relevant to your setting and your own and the roles, responsibilities, accountability and duties of others when developing practices which promote the choices, well- being and protection of all individuals
- K8 current local, UK and European legislation and organisational requirements, procedures and practices for:
  - K8.1 data protection
  - K8.2 health and safety
  - K8.3 risk assessment and management

## ASTH416 - SQA Unit Code DK69 04

### Develop practices which promote choice, well-being and protection of all individuals

---

- K8.4 employment practices
- K8.5 protecting individuals from danger, harm and abuse
- K8.6 making and dealing with complaints and whistle blowing
- K8.7 multi-disciplinary and multi-agency working
- K8.8 your responsibility for keeping yourself, individuals and others safe
- K8.9 developing practices which promote the choices, well-being and protection of all individuals
- K9 key government initiatives which affect the organisational practices to promote the choice, well-being and protection of all individuals
- K10 how to access, evaluate and influence organisational and workplace policies, procedures and systems for the choice, well-being and protection of individuals
- K11 how different philosophies, principles, priorities and codes of practice can affect inter-agency and partnership working when promoting the choice, well-being and protection of individuals
- K12 policies, procedures, guidance and protocols with the other organisations and professions with whom you work related to promoting the choice, well-being and protection of individuals
- K13 the purpose of and arrangements for you to provide and receive supervision and appraisal
- K14 how and where to access literature, information and support to inform your own and colleagues practice about promoting the choice, well-being and protection of individuals
- K15 an up-to-date knowledge of:
  - K15.1 the literature related to best practice in promoting the choice, well-being and protection of individuals
  - K15.2 government reports, inquiries and research relevant to promoting the choice, well-being and protection of individuals
  - K15.3 government reports, inquiries and research into serious failures to protect individuals, families, carers and other key people
- K16 theories about:
  - K16.1 how power and influence can be used and abused when managing and processing requests for health and care services
  - K16.2 multi-disciplinary and multi-organisational working
  - K16.3 organisational methods, systems and structures
  - K16.4 human growth and development
  - K16.5 identity, self-esteem and self-image
  - K16.6 managing loss and change
  - K16.7 stress and how it can affect behaviour
  - K16.8 inter-personal communication
  - K16.9 promoting the choice, well-being and protection of individuals
- K17 the physical, emotional and health conditions of the individuals with whom you and others are likely to work, how the conditions can affect

## ASTH416 - SQA Unit Code DK69 04

### Develop practices which promote choice, well-being and protection of all individuals

---

- the individual's behaviour and methods of supporting other staff to observe and use best evidence and knowledge based practice in their work
- K18 acting as a mentor to assist staff to develop practice in:
    - K18.1 effective communication and engagement with individuals, key people and others
    - K18.2 involving individuals in assessing, planning, implementing, reviewing health and care services and plans, taking into account their needs, views, and preferences
    - K18.3 working with families and carers to support individual people
    - K18.4 working with individuals who have been abused, bullied, persecuted, who are at risk of danger, harm and abuse
  - K19 factors that cause risks and those that ensure safe and effective care for individuals
  - K20 how to recognise; and what the signs and symptoms of danger, harm and abuse may be generally, and specifically for the individuals with whom you work
  - K21 correct actions to take when you and others suspect danger, harm and abuse and where it has been disclosed, how to record and report incidents and disclosures
  - K22 the types of evidence that is valid in investigations and court, actions and statements that could contaminate the use of evidence
  - K23 the use of evidence, fact and knowledge based opinions in records and reports and why it is important to differentiate between these and make clear the source of evidence to readers
  - K24 how and where Information Communication Technologies can and should be used for carrying out your work activities and recording and reporting

## ASTH416 - SQA Unit Code DK69 04

Develop practices which promote choice, well-being and protection of all individuals

---

**Developed by** Skills for Health

---

**Version number** 1

---

**Date approved** September 2008

---

**Indicative review date** September 2010

---

**Validity** Current

---

**Status** Imported

---

**Originating organisation** Skills for Health

---

**Original URN** H416

---

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

---

**Suite** Housing

---

**Key words** Develop, maintain, evaluate, support, promote, rights, responsibilities, equality, diversity, individuals, care, protection