

H5NS 04 (SCDHSC0216) — Help Address the Physical Comfort Needs of Individuals

Overview

This standard identifies the requirements when you help address individuals' needs in relation to physical comfort. This includes assisting individuals to minimise the pain and discomfort they experience and helping to provide conditions that are suitable for individuals to rest.

Additional Information

Scope/range related to Performance Criteria

The details in this field are explanatory statements of scope and/or examples of possible contexts in which the NOS may apply; they are not to be regarded as range statements required for achievement of the NOS.

NOTE: Where an individual finds it difficult or impossible to express their own preferences and make decisions about their life, achievement of this standard may require the involvement of advocates or others who are able to represent the views and best interests of the individual.

Where there are language differences within the work setting, achievement of this standard may require the involvement of interpreters or translation services.

Active participation is a way of working that regards individuals as active partners in their own care or support rather than passive recipients. Active participation recognises each individual's right to participate in the activities and relationships of everyday life as independently as possible.

To **communicate** may include using the individual's preferred spoken language, the use of signs, the use of symbols or pictures, writing, objects of reference, communication passports, other non-verbal forms of communication, human and technological aids to communication.

The **individual** is the person you support or care for in your work.

Key people are those who are important to an individual and who can make a difference to his or her wellbeing. Key people may include family, friends, carers and others with whom the individual has a supportive relationship.

Others are your colleagues and other professionals whose work contributes to the individual's wellbeing and who enable you to carry out your role.

Measures to minimise their pain and discomfort may include repositioning; adjustments to bedding, heating, lighting or noise; requests for analgesia; use of specialised mattresses; pressure reducing aids.

A **care or support plan** is a formal plan that must be developed and agreed with the individual and/or those who are able to represent the individual's best interests. It addresses the holistic needs of the individual and contains information on all aspects of that person's care requirements. The care or support plan must underpin the individual's care and support within any health or social care setting.

The **ways pain and discomfort may be managed** may include massage; yoga; meditation; medication.

Scope/range related to Knowledge and Understanding

The details in this field are explanatory statements of scope and/or examples of possible contexts in which the NOS may apply; they are not to be regarded as range statements required for achievement of the NOS.

All knowledge statements must be applied in the context of this standard.

Factors that may affect the health, wellbeing and development of individuals

may include: adverse circumstances or trauma before or during birth; autistic spectrum conditions; dementia; family circumstances; frailty; harm or abuse; injury; learning disability; medical conditions (chronic or acute); mental health; physical disability; physical ill health; poverty; profound or complex needs; sensory needs; social deprivation; substance misuse.

Values

Adherence to codes of practice or conduct where applicable to your role and the principles and values that underpin your work setting, including the rights of children, young people and adults. These include the rights:

- ◆ to be treated as an individual
- ◆ to be treated equally and not be discriminated against
- ◆ to be respected
- ◆ to have privacy
- ◆ to be treated in a dignified way
- ◆ to be protected from danger and harm
- ◆ to be supported and cared for in a way that meets their needs, takes account of their choices and also protects them
- ◆ to communicate using their preferred methods of communication and language
- ◆ to access information about themselves

Performance Criteria — What you do in your job

You must provide evidence to meet all the 21 Performance Criteria for this Unit. The Performance Criteria are grouped under headings to assist you with planning how best to meet these points.

Place the number of the piece of work where this Performance Criteria has been met in the evidence box after each criteria.

Assist in minimising individuals' pain or discomfort

	Performance Criteria	Evidence Number where this criteria has been met
1	Establish a relationship of sensitivity and trust with the individual experiencing pain or discomfort.	
2	Encourage the individual to communicate their feelings of discomfort or pain.	
3	Agree with the appropriate people what information about relief from pain and discomfort should be given to the individual and key people .	
4	Follow agreements and work setting procedures to support the individual and key people to understand the ways pain and discomfort can be managed .	
5	Assist the individual to be positioned safely, comfortably and in accordance with their care or support plan .	
6	Support the individual's active participation in using self-help methods of control in accordance with their care or support plan.	
7	Follow agreed procedures and use agreed measures to alleviate the individual's pain and discomfort.	
8	Follow work setting procedures to report immediately and record accurately any requests from the individual for further measures to minimise their pain and discomfort .	

Assist in minimising individuals' pain or discomfort (cont)

	Performance Criteria	Evidence Number where this criteria has been met
9	Monitor the individual's behaviour and condition in accordance with their care or support plan.	
10	Report to the appropriate people anything that causes you concern.	
11	Offer appropriate support to other people who may be disturbed by the individual's pain and discomfort.	

Assist in providing conditions that will help the individual to rest

12	Support the individual to communicate the level and type of support they need to enable them to rest and sleep.	
13	Assist the individual to take any measures agreed as part of their preparation for rest.	
14	Assist the individual to find a position that is comfortable, assists rest and is consistent with their care or support plan.	
15	Monitor the individual.	
16	Accurately report causes for concern in accordance with work setting requirements.	
17	Ensure your movements, behaviour and tone of voice promote conditions suitable for rest.	
18	Take appropriate action when the behaviour and movement of others may prevent or disturb rest.	
19	Monitor aspects of the environment that may affect rest.	
20	Adjust aspects of the environment to ensure they continue to promote rest.	
21	Report aspects of the environment which interfere with the individual's rest in accordance with work setting requirements.	

Knowledge and Understanding — Why and how you do what you do in your job

You must provide evidence of your knowledge and understanding to meet all the 50 knowledge points for this Unit. The knowledge points are grouped under headings to assist you with planning how best to meet them.

Place the number of the piece of work where each knowledge point has been met in the 'evidence number' box after each point.

Rights

	Knowledge and Understanding <i>You need to know and understand:</i>	Evidence Number where this knowledge point has been met
1	Work setting requirements on equality, diversity, discrimination and rights.	
2	Your role supporting rights, choices, wellbeing and active participation.	
3	Your duty to report anything you notice people do, or anything they fail to do, that could obstruct individuals' rights.	
4	The actions to take if you have concerns about discrimination.	
5	The rights that individuals have to make complaints and be supported to do so.	

How you carry out your work

	Knowledge and Understanding <i>You need to know and understand:</i>	Evidence Number where this knowledge point has been met
6	Codes of practice, standards, frameworks and guidance relevant to your work and the content of this standard.	
7	The main items of legislation that relate to the content of this standard within your work role.	
8	Your own background, experiences and beliefs that may affect the way you work.	
9	Your own roles and responsibilities with their limits and boundaries.	
10	Who you must report to at work.	
11	The roles and responsibilities of other people with whom you work.	
12	How to find out about procedures and agreed ways of working in your work setting.	
13	How to make sure you follow procedures and agreed ways of working.	
14	The meaning of person centred working and the importance of knowing and respecting each person as an individual.	
15	The prime importance of the interests and wellbeing of the individual.	
16	The individual's cultural and language context.	
17	How to work in ways that build trust with people.	
18	How to work in ways that support the active participation of individuals in their own care and support.	
19	How to work in ways that respect individuals' dignity, personal beliefs and preferences.	

How you carry out your work (cont)

	Knowledge and Understanding <i>You need to know and understand:</i>	Evidence Number where this knowledge point has been met
20	How to work in partnership with people.	
21	What you should do when there are conflicts and dilemmas in your work.	
22	How and when you should seek support in situations beyond your experience and expertise.	

Theory for practice

23	The factors that may affect the health, wellbeing and development of individuals you care for or support.	
24	How these affect individuals and how they may affect different individuals differently.	
25	The main stages of human development.	

Communication

26	Factors that can have a positive or negative effect on the way people communicate.	
27	Different methods of communicating.	

Personal and professional development

28	Why it is important to reflect on how you do your work.	
29	How to use your reflections to improve the way you work.	

Health and Safety

	Knowledge and Understanding <i>You need to know and understand:</i>	Evidence Number where this knowledge point has been met
30	Your work setting policies and practices for health, safety and security.	
31	Practices that help to prevent and control infection in the context of this standard.	

Safe-guarding

32	The duty that everyone has to raise concerns about possible harm or abuse, poor or discriminatory practices.	
33	Signs and symptoms of harm or abuse.	
34	How and when to report any concerns about abuse, poor or discriminatory practice, resources or operational difficulties.	
35	What to do if you have reported concerns but no action is taken to address them.	

Handling information

36	Legal requirements, policies and procedures for the security and confidentiality of information.	
37	Work setting requirements for recording information and producing reports including the use of electronic communication.	
38	What confidentiality means.	
39	How to maintain confidentiality in your work.	
40	When and how to pass on information.	

Knowledge that is Specific to this NOS

	Knowledge and Understanding <i>You need to know and understand:</i>	Evidence Number where this knowledge point has been met
41	The effects that personal beliefs and preferences may have on the recognition of pain or discomfort and the tolerance of it.	
42	Actions to take when you observe any key changes in the condition and circumstances of individuals with whom you work.	
43	Normal rest patterns and why rest is important for general health and wellbeing.	
44	The different body positions that are conducive to rest.	
45	Why the individual should be encouraged to express feelings of discomfort and pain.	
46	Why it may be necessary to offer support to others who are affected by the individual's pain and discomfort.	
47	Why information and requests from individuals for additional pain relief should be passed on immediately and the possible consequences of not doing this.	
48	Why it is necessary for some individuals to maintain certain positions even though this may, in the short term, interfere with their rest.	
49	How to assist individuals to maintain a comfortable position and what this may be for individuals with different needs.	
50	The range of different methods of minimising individual discomfort and pain.	

The candidate and assessor must only sign below when all Performance Criteria and knowledge points have been met.

Unit assessed as being complete

Candidate's name	
Candidate's signature	
Date submitted to Assessor as complete	

Assessor's name	
Assessor's signature	
Date assessed complete	

Internal Verification

To be completed in accordance with centre's internal verifier (IV) strategy.

Evidence for this Unit was sampled on the following date/s	Internal verifier's signature	Internal verifier's name

This Unit has been subject to an admin check in keeping with the centre's IV strategy.

Date of admin check	Internal verifier's signature	Internal verifier's name

Unit completion confirmed

Internal verifier's name	
Internal verifier's signature	
Date completed	