

H5PE 04 (SCDHSC0244) — Support Individuals in the Community

Overview

This standard identifies the requirements when managing your time and work to support individuals in the community. This includes identifying time to complete your work with individuals and balancing your duties and responsibilities with their preferences and needs. It also includes identifying and reporting risks and changes in the individuals' preferences and needs.

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.

Details of the work activities may include what needs to be done, how it should be done, the time that has been allowed, how often, and when you will carry out the work activities and any health, safety or other issues that you have to take into account when carrying out your work activities.

Your **employer** may also be the person you support, or someone who employs you on their behalf.

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

Issues may include not being able to complete the work activities to time, being requested to carry out additional work activities or the individual wants you to carry out your work activities in ways that differ to those set out by your organisation preferences.

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.

Policies and procedures are formally agreed and binding ways of working that apply in many settings. Where policies and procedures do not exist, the term includes other agreed ways of working.

A **risk** takes account of the likelihood of a hazard occurring and may include the possibility of danger, damage or destruction to the environment and goods; the possibility of injury and harm to people.

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 25 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.

Organise time to enable you to complete work with individuals

	Performance Criteria	Evidence Number where this criteria has been met
1	Agree with appropriate people details of the work activities to be undertaken.	
2	Work with the individual, key people and others to identify any special requirements you need to take account of when working with the individual.	
3	Ensure that you have access to and understand information about any potential risks to the individual, key people, yourself and others associated with the work activities you are carrying out in the community.	
4	Ensure that you have access to and understand information about any potential health and safety issues associated with the work activities you are carrying out.	
5	Ensure that you have contact information for the individual and your employer .	
6	Ensure your employer has contact information for you and your whereabouts at all times.	
7	Organise your time to enable you to complete work activities in a way that meets the individual's preferences and needs.	
8	Organise your time to enable you to complete work activities according to legal and work setting requirements.	

Organise time to enable you to complete work with individuals (cont)

	Performance Criteria	Evidence Number where this criteria has been met
9	Report any difficulties you have had in completing your work activities within the allotted timescales and according to the individual's preferences and needs.	
10	Complete records and reports within confidentiality agreements and according to legal and work setting requirements.	

Balance your own duties and responsibilities with individuals' needs and preferences

11	Work with the individual to identify the preferences they have for the way you carry out your work activities, ensuring that you respect their experiences, expertise and their cultural and religious requirements.	
12	Carry out your work activities in ways that respect, value and are responsive to the contribution of key people within the individual's life.	
13	Ensure that you work within legal and work setting health and safety policies and procedures .	
14	Ensure that you do not put yourself, the individual, key people or other people at unnecessary risk.	
15	Ensure that you behave in ways that gives the individual confidence in you and your employer.	
16	Take full account of the individual's preferences when you agree with them the detail of the work activities.	
17	Follow work setting procedures when any issues arise which mean the work activities plan needs to be varied.	

Report risks and changes in the individual's preferences and needs

	Performance Criteria	Evidence Number where this criteria has been met
18	Follow work setting policies and procedures in any emergency that requires immediate action.	
19	Report changes in the individual's environment, in their preferences and needs or in the support provided.	
20	Observe the individual's behaviour, physical health and emotional wellbeing to identify signs or symptoms that may indicate change.	
21	Work in partnership with the individual, key people and others to examine possible reasons for changes.	
22	Take action to address immediate concerns.	
23	Work in partnership with the individual, key people and others to identify any further actions that may be necessary.	
24	Inform appropriate people when the individual, key people, you or others are likely to be put at unnecessary risk.	
25	Report to appropriate people or organisations any changes in the individual that might require further action.	

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 43 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 human 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/child centred working and the importance of knowing and respecting each child or young person as an individual.	
15	The prime importance of the interests and wellbeing of children and young people.	
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	Where to go to access information that will inform you of practice activities.	
42	Where and how to access information about individuals, key people and others.	
43	The type of activities that individuals might do that could be injurious to their health and wellbeing; why these differ for different individuals and the actions to take when you observe such activities.	

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	