

H5S3 04 (SCDHSC0330) — Support Individuals to Access and Use Services and Facilities

Overview

This standard outlines the requirements when promoting the use of services and facilities by individuals. This includes supporting individuals to identify, select, access and use the services and facilities they need and then to evaluate them.

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.

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.

Services and facilities could include: services provided to an individual's home (eg meals on wheels, services to meet the individual's personal care needs; therapeutic services); services provided to enable individuals to meet their social care needs (eg transport); amenities outside the individual's place of residence (eg day care provision; support groups).

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 20 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.

Support individuals to identify services and facilities they need

	Performance Criteria	Evidence Number where this criteria has been met
1	Support the individual and key people to identify what they need in order to maintain or improve their health and social wellbeing.	
2	Support the individual to identify their own strengths, strengths within their personal networks and any gaps that need to be addressed.	
3	Work with the individual to identify services and facilities that may contribute to addressing gaps.	
4	Gain agreement to access and review information on the services and facilities the individual needs to access.	
5	Work with the individual, key people and others to review the options available.	
6	Work with the individual to identify their preferences for services and facilities and any risks that need to be managed.	
7	Work with the individual and key people to select the services and facilities that will best meet the individual's preferences and assessed needs.	

Enable individuals to use services and facilities

	Performance Criteria	Evidence Number where this criteria has been met
8	Work with the individual to identify what needs to be in place to enable them to access and use the agreed services and facilities, taking account of any special requirements.	
9	Work in ways that promote active participation to support the individual to access the selected services and facilities.	
10	Support the individual and key people to complete documents to enable them to access the services and facilities.	
11	Support the individual to acquire the assistance they require to make use of their selected facilities and services.	
12	Support the individual to use the agreed services and facilities.	

Enable individuals to evaluate services and facilities used

	Performance Criteria	Evidence Number where this criteria has been met
13	Support the individual to identify methods and timescales for evaluating how the services and facilities have contributed to their wellbeing.	
14	Encourage the individual and key people to give feedback on the services and facilities they have identified and used.	
15	Encourage the individual and key people to give feedback on any experiences relating to discrimination or exclusion.	
16	Encourage the individual and key people to give feedback on which services and facilities have been beneficial to their wellbeing and those that have been less helpful.	
17	Support the individual and key people to evaluate the impact of services and facilities on their health, wellbeing and quality of life.	
18	Support the individual to identify any changes that would improve outcomes from the services and facilities.	
19	Support the individual and key people to achieve the changes they have identified in the services and facilities that they have used.	
20	Complete records and reports on actions, procedures and outcomes from the evaluation, in accordance with legal and 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 38 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	Legal and work setting requirements on equality, diversity, discrimination and rights.	
2	Your role in promoting individuals' rights, choices, wellbeing and active participation.	
3	Your duty to report any acts or omissions that could infringe the rights of individuals.	
4	How to deal with and challenge discrimination.	
5	The rights that individuals have to make complaints and be supported to do so.	

Your practice

	Knowledge and Understanding <i>You need to know and understand:</i>	Evidence Number where this knowledge point has been met
6	Legislation, statutory codes, standards, frameworks and guidance relevant to your work, your work setting and the content of this standard.	
7	Your own background, experiences and beliefs that may have an impact on your practice.	
8	Your own roles, responsibilities and accountabilities with their limits and boundaries.	
9	The roles, responsibilities and accountabilities of others with whom you work.	
10	How to access and work to procedures and agreed ways of working.	
11	The meaning of person-centred/child centred working and the importance of knowing and respecting each person as an individual.	
12	The prime importance of the interests and wellbeing of the individual.	
13	The individual's cultural and language context.	
14	How to build trust and rapport in a relationship.	
15	How to work in ways that promote active participation and maintain individuals' dignity, respect, personal beliefs and preferences.	
16	How to work in partnership with individuals, key people and others.	
17	How to manage ethical conflicts and dilemmas in your work.	
18	How to challenge poor practice.	
19	How and when to seek support in situations beyond your experience and expertise.	

Theory

	Knowledge and Understanding <i>You need to know and understand:</i>	Evidence Number where this knowledge point has been met
20	The nature and impact of factors that may affect the health wellbeing and development of individuals you care for or support.	
21	Theories underpinning our understanding of human development and factors that affect it.	

Personal and professional development

22	Principles of reflective practice and why it is important	
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Communication

23	Factors that can affect communication and language skills and their development in children, young people adults.	
24	Methods to promote effective communication and enable individuals to communicate their needs, views and preferences.	

Health and Safety

25	Your work setting policies and practices for monitoring and maintaining health, safety and security in the work environment.	
26	Practices for the prevention and control of infection in the context of this standard.	

Safe-guarding

	Knowledge and Understanding <i>You need to know and understand:</i>	Evidence Number where this knowledge point has been met
27	The responsibility that everyone has to raise concerns about possible harm or abuse, poor or discriminatory practices.	
28	Indicators of potential harm or abuse.	
29	How and when to report any concerns about abuse, poor or discriminatory practice, resources or operational difficulties.	
30	What to do if you have reported concerns but no action is taken to address them.	

Handling information

31	Legal requirements, policies and procedures for the security and confidentiality of information.	
32	Legal and work setting requirements for recording information and producing reports.	
33	Principles of confidentiality and when to pass on otherwise confidential 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
34	How and where to access information and support that can inform your practice about individuals accessing, using and evaluating services and facilities.	
35	How you can access, review and evaluate information about resources, services and facilities relevant to the needs and preferences of the individuals with whom you work.	
36	How power and influence can be used and abused when supporting individuals to access, use and evaluate services and facilities.	
37	The role relationships, support networks, services and facilities provide in promoting the individuals' wellbeing.	
38	How to keep services and facilities informed about the needs of the individuals and any changes that might be necessary.	

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	