

H5SX 04 (SCDHSC0382) — Support Individuals to Manage Change in Their Lives

Overview

This standard outlines the requirements when you support individuals to manage change in their lives. It includes working with individuals to prepare for change, supporting them to manage and adapt to the change during the transition period, then working together to review the effectiveness of methods and strategies used.

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.

Changes may be sudden or incremental; planned or unplanned; related to changing environments, changing physical and/or mental health, changing capacity for independent living.

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 adult, child or young 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 people within and outside your organisation who are necessary for you to fulfil your job role.

Risks could include the possibility of danger, damage and destruction to the environment and goods; injury and harm to people; self-harm; bullying; abuse; reckless behaviour in your practice and through your knowledge.

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.

Support individuals to prepare to manage change

	Performance Criteria	Evidence Number where this criteria has been met
1	Support the individual and key people to communicate changes that have occurred or that are about to occur in their lives.	
2	Support the individual and key people to identify the impact, positive and negative, that the change has had or is likely to have on their lives.	
3	Support the individual to identify their preferences, their concerns and any risks associated with the change.	
4	Identify with the individual and key people the expertise and experience they have within themselves that will help them to prepare for and manage the change, and ways to develop these further.	
5	Identify with the individual and key people the expertise and experience available from their personal networks to enable them to prepare for and manage the change.	
6	Support the individual to identify any additional information, resources, support or expertise needed to assist them in managing the change.	
7	Work with the individual, key people and others to agree the outcomes they wish to achieve in managing the change and plan how to accomplish them.	

Support individuals to prepare to manage change (cont)

	Performance Criteria	Evidence Number where this criteria has been met
8	Contribute to identifying and addressing any risks associated with the individual's preferred options for managing the change.	
9	Work with the individual, key people and others to identify the expertise they bring and the activities for which you and they will be responsible.	
10	Agree with the individual, key people and others how processes and outcomes will be monitored and reviewed.	

Support individuals and key people to manage change

11	Carry out your agreed role to support the individual to manage the change in ways that promote active participation .	
12	Support the individual and key people to communicate any fears, anxieties and concerns when going through the period of change.	
13	Ensure that information associated with the change is made available to the individual regularly, promptly and in an accessible form.	
14	Support the individual and key people to identify on-going changes in their requirements during the time of transition and the implications and impact of these, including any risks that may emerge.	
15	Work with the individual, key people and others to implement and adjust activities, resources, services and support to enhance the individual's capacity to manage and adapt to the change.	
16	Support the individual and key people to recognise progress and achievement during the transition period.	

Support individuals and key people to manage change (cont)

	Performance Criteria	Evidence Number where this criteria has been met
17	Support the individual to address any feelings of loss and any impact on their identity or self-esteem arising from the change.	
18	Seek additional expertise and support when you are unable to meet the needs of the individual and key people in managing change.	

Support individuals to review the methods they have used to manage change

19	Support the individual and key people to agree how they should be involved in reviewing the methods and processes involved in managing the change.	
20	Agree with the individual how you and others should be involved in the review process.	
21	Work with the individual and key people to identify where there have been positive changes in their wellbeing and where there are concerns.	
22	Work with others involved to identify positive and negative aspects of the process and outcomes.	
23	Contribute in agreed ways to evaluating whether outcomes have been achieved and whether strategies and support have been effective.	
24	Contribute to identifying any adjustments that need to be made to the activities, resources, services and support provided.	
25	Complete records and reports on the effectiveness of the strategies and support used to enable the individual and key people to manage change, 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 47 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 your power and influence as a worker can impact on relationships.	
16	How to work in ways that promote active participation and maintain individuals' dignity, respect, personal beliefs and preferences.	
17	How to work in partnership with individuals, key people and others.	
18	How to manage ethical conflicts and dilemmas in your work.	
19	How to challenge poor practice.	

Your practice (cont)

	Knowledge and Understanding <i>You need to know and understand:</i>	Evidence Number where this knowledge point has been met
20	How and when to seek support in situations beyond your experience and expertise.	

Theory

21	The nature and impact of factors that may affect the health, wellbeing and development of individuals you care for or support.	
22	Theories underpinning our understanding of human development and factors that affect it.	

Personal and professional development

23	Principles of reflective practice and why it is important.	
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Communication

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

Health and Safety

26	Your work setting policies and practices for monitoring and maintaining health, safety and security in the work environment.	
27	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
28	The responsibility that everyone has to raise concerns about possible harm or abuse, poor or discriminatory practices.	
29	Indicators of potential harm or abuse.	
30	How and when to report any concerns about abuse, poor or discriminatory practice, resources or operational difficulties.	
31	What to do if you have reported concerns but no action is taken to address them.	

Handling information

32	Legal requirements, policies and procedures for the security and confidentiality of information.	
33	Legal and work setting requirements for recording information and producing reports.	
34	Principles of confidentiality and when to pass on otherwise confidential information.	

Knowledge specific to this NOS

	Knowledge and Understanding <i>You need to know and understand:</i>	Evidence Number where this knowledge point has been met
35	How to access records and information on the needs, views and preferences of individuals and key people regarding their abilities to cope with and manage change.	
36	How you can access, review and evaluate information about managing change generally, and for specific individuals.	
37	Social and psychological factors that can affect people's response and management of change.	
38	Actions and conditions that might enhance and inhibit individuals' ability to manage and cope with change.	
39	The role of relationships and social networks in supporting individuals to cope with and manage change.	
40	Methods of working with individuals to understand the process of change and its likely impact on their lives and those of key people.	
41	Methods of promoting individuals' strengths and those in their networks as key resources for achieving change.	
42	Methods of working with individuals to plan and implement agreed changes so that they are tailored to the outcomes the individual wants to achieve and the ways they want to use them.	
43	Methods of planning and implementing incremental and radical change in individuals' lives and its impact on key people and others.	
44	Methods of working with individuals when the changes are forced upon them.	
45	Methods of working with families and networks to maintain support and cope with change.	

Knowledge specific to this NOS (cont)

	Knowledge and Understanding <i>You need to know and understand:</i>	Evidence Number where this knowledge point has been met
46	Methods of planning, monitoring, review and evaluation that are participative.	
47	Issues likely to arise when supporting individuals to cope with and manage change and how to support the individuals to deal with these.	

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	