

H5TV 04 (SCDHSC3112) — Support Individuals to Manage Their Own Health and Social Well-being

Overview

This standard identifies the requirements when working with individuals to design personalised options for managing their own health and social wellbeing. This includes supporting individuals to identify changes to their lives and environment that can promote their health and social wellbeing, supporting them to select their own options to implement changes and working together to review how well selected options have achieved desired outcomes.

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 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.

Risks may include the possibility of danger, damage and destruction to the environment and goods; injury and harm to people; self-harm; bullying; abuse; reckless behaviour.

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 29 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 changes that can promote their health and social wellbeing

	Performance Criteria	Evidence Number where this criteria has been met
1	Promote active participation when supporting the individual to examine aspects of their life and environment affecting their health and social wellbeing.	
2	Identify sources of information, advice and support relevant to the individual's health and social wellbeing.	
3	Ensure information and advice is made available in ways that are accessible to the individual.	
4	Support the individual to identify any risks associated with aspects of their life and environment affecting their health and social wellbeing.	
5	Support the individual to consider which aspects of their life and environment they can change and which they cannot.	
6	Work with the individual to agree ways to deal with aspects that cannot be changed, to minimise any detrimental effects on their health and social wellbeing.	
7	Support the individual to identify the positive outcomes they want to achieve for their health and social wellbeing and what changes in their life and environment would help achieve their outcomes.	

Support individuals to identify changes that can promote their health and social wellbeing (cont)

	Performance Criteria	Evidence Number where this criteria has been met
8	Support the individual to consider which changes they would like to make and which they do not wish to make.	
9	Establish agreement with the individual about any specialist support needed to enable them to consider options for making the changes they want.	
10	Support the individual to access any agreed specialist support.	
11	Seek additional advice and information where you do not have the right expertise to help the individual yourself.	

Support individuals to design personalised options for making changes to promote their health and social wellbeing

12	Work with the individual in ways that promote active participation when selecting options for implementing changes to benefit their health and social wellbeing.	
13	Support the individual to identify their priorities for making changes in their life and environment, options to address their priorities and any risks associated with these.	
14	Support the individual to decide which options they prefer, taking account of which will be the most beneficial for their health and wellbeing.	
15	Examine with the individual the implications of their preferred options and the impact these may have on their daily lives and on the lives of key people and others.	
16	Support the individual and key people to communicate their attitude towards risk and their views about any specific risks associated with the individual's preferred options.	

Support individuals to design personalised options for making changes to promote their health and social wellbeing (cont)

	Performance Criteria	Evidence Number where this criteria has been met
17	Support the individual and key people to consider how risk assessment could enable chosen risks to be taken as safely as possible rather than avoided.	
18	Seek additional advice and expertise where the individual's choices are likely to be detrimental to their health and wellbeing.	
19	Seek additional advice and expertise where the individual's choices would contravene legal and work setting requirements or go beyond agreed boundaries for your role.	
20	Support the individual and key people to access the information, help and resources necessary to put the selected options into practice.	
21	Agree with the individual, key people and others what your role will be in implementing the selected options.	

Support individuals to review their selected options

	Performance Criteria	Evidence Number where this criteria has been met
22	Work with the individual, key people and others to agree how the options selected will be reviewed and what criteria will be used to measure success.	
23	Encourage the individual and key people to take an active part in the review and to express their views.	
24	Review with the individual, key people and others how well the selected options are working in practice and how effective they are in achieving outcomes.	
25	Work with the individual, key people and others to agree any changes that need to be made to the selected options.	
26	Work with the individual, key people to identify the impact that proposed changes may have on themselves and other people.	
27	Agree with the individual and key people the support they would require to put the changes into place.	
28	Take actions required to put into place any resources needed to implement changes.	
29	Complete records and reports on the processes and outcomes of the review, within confidentiality agreements and according to 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 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	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 you can access information about supporting individuals to promote their own health and social wellbeing.	
36	Theories relevant to the individuals with whom you work about identity and self-esteem.	
37	Theories relevant to the individuals with whom you work about loss and change.	
38	Circumstances or conditions that might enhance and inhibit the individual's motivation to change and promote their own health and social wellbeing.	
39	Management of change in relation to individuals' conditions, needs and circumstances.	
40	The inter-relationship between socio-economic factors and personal factors and health and social wellbeing.	
41	Social and psychological factors that can affect people's ability to promote their own health and social wellbeing.	
42	National and local guidance on falls prevention and factors that impact on falls.	
43	Actions and conditions that might enhance and inhibit the individual's ability to promote their own health and social wellbeing.	
44	Role of relationships and social networks in supporting individuals to promote their own health and social wellbeing.	
45	Methods of working with individuals to understand and promote their own health and social wellbeing.	
46	Methods of promoting the individuals' strengths and those in their networks as key resources for promoting their own health and social wellbeing.	

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
47	Methods of planning and implementing incremental and radical change in the individual's life and its impact on key people and others.	
48	Methods of working with families and networks to maintain support and cope with any changes brought about by individuals promoting their own health and social wellbeing.	
49	Methods of planning, monitoring, review and evaluation that are participative.	
50	The range of support groups and services that are available when individuals are having difficulty addressing issues relating to their health and social wellbeing and how to access 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	