Overview

This standard identifies the requirements when you support individuals to continue living in their own home. This includes supporting individuals to develop their own personal resources and working with them to access additional resources, services and facilities. It also includes supporting individuals to review the support and services they use and to identify changes needed to enable them to continue to live at home.
Performance criteria

Support individuals to develop their personal resources for living at home

You must be able to:

P1 work with the individual to identify aspects of their lives and risks that need to be considered in relation to them living at home
P2 support the individual to identify strengths and skills they have which can enable them to live at home
P3 work with the individual and key people to identify the support that is available within their personal networks
P4 access information and support that will help the individual to meet their own needs and manage risks
P5 pass on information to the individual and key people using their preferred forms of communication
P6 identify resources that could help the individual to develop skills to manage their domestic, personal, social and financial affairs, including any risks identified
P7 support the individual to select their preferred resources for developing their skills
P8 work in ways that promote active participation to help the individual access the resources they select
P9 work with the individual, key people and others to adapt to changes in the individual's health or their financial, social or legal position

Work with individuals to access additional support and resources

You must be able to:

P10 review with the individual and key people information about the range of resources, services and facilities available to support the individual to live at home
P11 work with the individual to select their preferred options for resources, services and facilities
P12 support the individual and key people to identify who will be responsible for accessing the selected options
P13 work in ways that promote active participation to help the individual and key people complete paperwork to access resources, services and facilities
P14 gain permission from the individual and key people to provide relevant information about the individual where needed to secure resources, services and facilities
P15 introduce the individual to new resources, services and facilities

Work with individuals to review support enabling them to live at home
You must be able to:

P16 agree with the individual, key people and others the methods and timescales for review and evaluation of support to enable the individual to live at home

P17 encourage the individual and key people to give feedback on support, resources, services and facilities

P18 support the individual and key people to identify any changes that could improve their wellbeing and enable them to continue living at home

P19 access further information likely to be useful when reviewing possible changes to enable individuals to continue living at home

P20 work with the individual and key people to evaluate the strengths and limitations of the changes proposed

P21 work with the individual and key people to evaluate any risks that need to be managed

P22 work with the individual, key people and others to agree changes to support, resources, services and facilities

P23 complete records and reports about the review process in accordance with legal and work setting requirements
Knowledge and understanding

Rights

You need to know and understand:

K1 legal and work setting requirements on equality, diversity, discrimination and human rights
K2 your role in promoting individuals’ rights, choices, wellbeing and active participation
K3 your duty to report any acts or omissions that could infringe the rights of individuals
K4 how to deal with and challenge discrimination
K5 the rights that individuals have to make complaints and be supported to do so

Your practice

You need to know and understand:

K6 legislation, statutory codes, standards, frameworks and guidance relevant to your work, your work setting and the content of this standard
K7 your own background, experiences and beliefs that may have an impact on your practice
K8 your own roles, responsibilities and accountabilities with their limits and boundaries
K9 the roles, responsibilities and accountabilities of others with whom you work
K10 how to access and work to procedures and agreed ways of working
K11 the meaning of person-centred/child centred working and the importance of knowing and respecting each person as an individual
K12 the prime importance of the interests and well-being of the individual
K13 the individual's cultural and language context
K14 how to build trust and rapport in a relationship
K15 how your power and influence as a worker can impact on relationships
K16 how to work in ways that promote active participation and maintain individuals’ dignity, respect, personal beliefs and preferences
K17 how to work in partnership with individuals, key people and others
K18 how to manage ethical conflicts and dilemmas in your work
K19 how to challenge poor practice
K20 how and when to seek support in situations beyond your experience and expertise
Support individuals to live at home

Theory

You need to know and understand:

K21 the nature and impact of factors that may affect the health, wellbeing and development of individuals you care for or support
K22 theories underpinning our understanding of human development and factors that affect it

Personal and professional development

You need to know and understand:

K23 principles of reflective practice and why it is important

Communication

You need to know and understand:

K24 factors that can affect communication and language skills and their development in children, young people, adults
K25 methods to promote effective communication and enable individuals to communicate their needs, views and preferences

Health and Safety

You need to know and understand:

K26 your work setting policies and practices for monitoring and maintaining health, safety and security in the work environment
K27 practices for the prevention and control of infection

Safe-guarding

You need to know and understand:

K28 the responsibility that everyone has to raise concerns about possible harm or abuse, poor or discriminatory practices
K29 indicators of potential harm or abuse
K30 how and when to report any concerns about abuse, poor or discriminatory practice, resources or operational difficulties
K31 what to do if you have reported concerns but no action is taken to address them

Handling information

You need to know and understand:

K32 legal requirements, policies and procedures for the security and confidentiality of information
K33 legal and work setting requirements for recording information and producing reports
K34 principles of confidentiality and when to pass on otherwise confidential information
You need to know and understand:

Specific to this NOS

K35 how and where to access information and support that can inform your practice when supporting individuals to live at home

K36 the range of resources, services and facilities available to meet the needs and preferences of the individuals you support

K37 how you can access, review and evaluate information about resources, services and facilities relevant to the needs and preferences of individuals

K38 theories relevant to the individuals with whom you work about how living at home can affect individuals' sense of identity, their self-esteem and their self-image

K39 how power and influence can be used and abused when supporting individuals live at home and accessing resources, services and facilities

K40 the role of relationships and support networks in promoting the well-being of the individuals and enabling them to live at home

K41 how to access information about benefits and allowances that you can provide to individuals and key people

K42 where to access advice on financial planning
Support individuals to live at home

Additional Information

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 support 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

**Aspects of their life** may include those relating to personal, physical, emotional, financial, social, spiritual, environmental and health and safety needs

**Communication** may include using the individual's preferred spoken language, the use of signs, symbols, 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 well-being. 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 well-being and who enable you to carry out your role

**Resources** could be financial, physical (including materials and equipment) or human resources to make changes to the environment,. A **risk** takes account of the likelihood of a hazard occurring and may include the possibility of danger, damage and destruction to the environment and goods; the possibility of injury and harm to people

**Services and facilities** could include services provided to individuals’ homes such as meals on wheels; services to meet individuals' personal care needs; therapeutic services; services provided to enable individuals to meet their social care needs; transport; amenities outside the individual’s place of residence such as day care provision; support groups.
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
The candidate and assessor must only sign below when all Performance Criteria and Knowledge points have been met.

**Unit assessed as being complete**

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**Internal Verification —**

to be completed in accordance with centre’s IV strategy

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

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**Unit completion confirmed**

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