

Elements of competence

HSC385.1	Support individuals to prepare for death
HSC385.2	Support individuals through the process of dying

About this Unit

For this Unit you need to prepare and support individuals through the end of life process.

Scope

The scope is here to give you guidance on possible areas to be covered in this Unit. The terms in this section give you a list of options linked with items in the performance criteria. You need to provide evidence for any option related to your work area.

Key people include: family; friends; carers; others with whom the individual has a supportive relationship.

Preferred method of communication and language could include: 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.

Your **knowledge and understanding** for this Unit will relate to legal requirements and codes of practice applicable to the scope of your work and others with whom you work; the nature of the work you are undertaking; your role and level of responsibility within your organisation (eg whether you have responsibility to support the work of others); the individuals, key people¹ and others with whom you are required to work and the degree of autonomy you have for the management of your own work activities.

Values underpinning the whole of the Unit

The values underpinning this Unit have been derived from the key purpose statement², the statement of expectations from carers and people receiving services, relevant service standards and codes of practice for health and social care in the four UK countries. If you are working with children and young people they can be found in the principles of Care Unit HSC34. If you are working with adults they can be found in HSC35. To achieve this Unit you must demonstrate that you have applied the principles of care outlined in either unit HSC34 or HSC35 in your practice and through your knowledge.

Evidence Requirements for the Unit

It is essential that you adhere to the Evidence Requirements for this Unit – please see details overleaf.

¹ If you are working with children and young people the term “individuals” covers children and young people and “key people” covers parents, families, carers, friends and others with whom the child/young person has a supportive relationship

² The key purpose identified for those working in health and social care settings is “to provide an integrated, ethical and inclusive service, which meets agreed needs and outcomes of people requiring health and/or social care”

SPECIFIC EVIDENCE REQUIREMENTS FOR THIS UNIT
Simulation:
<ul style="list-style-type: none"> • Simulation is NOT permitted for any part of this unit.
The following forms of evidence ARE mandatory:
<ul style="list-style-type: none"> • Direct Observation: Your assessor or an expert witness must observe you in real work activities which provide evidence for some of the performance criteria for both elements in this unit. As this is a sensitive area of work, the observations are more likely to be about your planning with other colleagues, or passing on information at team meetings, or making arrangements to meet and discuss with key people etc. It would be inappropriate to observe one-to-one conversations unless they occur naturally. • Reflective Account/professional discussion: These will be a description of your practice in dealing with individuals who need to prepare for their own death, or that of a family member or friend. These accounts should include how you communicated sensitively and knowledgably, offering emotional support as well as practical suggestions. The accounts should demonstrate a knowledge of the individual's own wishes, and an understanding of any religious or cultural traditions appropriate to that individual. You should also be able to discuss your feelings about the situation.
Competence of performance and knowledge could also be demonstrated using a variety of evidence from the following:
<ul style="list-style-type: none"> • Questioning/professional discussion: May be used to provide evidence of knowledge, legislation, policies and procedures which cannot be fully evidenced through direct observation or reflective accounts. In addition the assessor/expert witness may also ask questions to clarify aspects of your practice. • Expert Witness: A designated expert witness may provide direct observation of practice, questioning, professional discussion and feedback on reflective accounts. • Witness testimony: Can be a confirmation or authentication of the activities described in your evidence which your assessor has not seen. This could be provided by a work colleague or service user. • Products: These can be work products such as case records containing individuals' wishes and preferences, reports on actions, procedures and outcomes, diary evidence of day to day practice. Application of products detailing religious and cultural aspects of the Last Offices are important. You need not put confidential records in your portfolio, they can remain where they are normally stored and be checked by your assessor and internal verifier. If you do include them in your portfolio they should be anonymised to ensure confidentiality.
GENERAL GUIDANCE
<ul style="list-style-type: none"> • Prior to commencing this unit you should agree and complete an assessment plan with your assessor which details the assessment methods you will be using, and the tasks you will be undertaking to demonstrate your competence. • Evidence must be provided for ALL of the performance criteria ALL of the knowledge and the parts of the scope that are relevant to your job role. • The evidence must reflect the policies and procedures of your workplace and be linked to current legislation, values and the principles of best practice within the Care Sector. This will include the National Service Standards for your areas of work and the individuals you care for. • All evidence must relate to your own work practice.

KNOWLEDGE SPECIFICATION FOR THIS UNIT

Competent practice is a combination of the application of skills and knowledge informed by values and ethics. This specification details the knowledge and understanding required to carry out competent practice in the performance described in this unit.

When using this specification **it is important to read the knowledge requirements in relation to expectations and requirements of your job role.**

You need to provide evidence for ALL knowledge points listed below. There are a variety of ways this can be achieved so it is essential that you read the ‘knowledge evidence’ section of the Assessment Guidance.

You need to show that you know, understand and can apply in practice:	Enter Evidence Numbers
Values	
1 Legal and organisational requirements on equality, diversity, discrimination, rights , confidentiality and sharing of information when supporting individuals through the end of life process.	
2 How to provide active support and place the preferences and best interests of individuals at the centre of everything you do, whilst enabling them to take responsibility (as far as they are able and within any restrictions placed upon them) and make and communicate their own decisions about their lives, actions and risks when supporting individuals through the end of life process.	
3 The type of dilemmas and conflicts and how to manage these, between: (a) the individual’s rights and their responsibilities for their death and time leading up to it, the rights and responsibilities of key people and your role and responsibilities in supporting individuals through the process of dying (b) differing opinions and conflicts between key people	
4 The role of culture, beliefs and religion on the wishes of the individuals, and key people about how the process of dying and death itself is managed.	
Legislation and organisational policy and procedures	
5 Codes of practice and conduct, and standards and guidance relevant to your own and the roles, responsibilities, accountability and duties of others when supporting individuals through the process of dying.	
6 Current local, UK and European legislation and organisational requirements, procedures and practices for: (a) data protection, including recording, reporting, storage, security and sharing of information, including information about the individual’s illness (b) risk assessment and management, including that related to infectious and contagious diseases (c) the making of wills, including living wills (d) dealing with people who are dying and who die (e) supporting individuals through the process of dying (f) dealing with personal property and possessions of deceased people and the records that are required for this (g) the removal of medical equipment from deceased persons	

You need to show that you know, understand and can apply in practice:	Enter Evidence Numbers
7 Practice and service standards relevant to your work setting and for supporting individuals through the process of dying.	
8 The purpose of, and arrangements for your supervision when working with and supporting individuals through the process of dying.	
Theory and practice	
9 How and where to access information and support that can inform your practice about supporting individuals who are dying.	
10 How you can access, review and evaluate information about dealing with the end of life process generally, and for the specific individuals with whom you are working.	
11 Theories relevant to the individuals with whom you work, about: <ul style="list-style-type: none"> (a) death (b) the end of life process, generally and specifically for the individuals with whom you are working (c) the impact of death and dying on individuals and key people (d) grief and mourning 	
12 Social and psychological factors that can affect individuals' and key people's response to the knowledge the individuals are dying.	
13 How power and influence can be used and abused when individuals are dying.	
14 Methods of supporting individuals to: <ul style="list-style-type: none"> (a) express their wishes, needs and preferences about the process of dying and what should happen when they die (b) manage the practical consequences of the process of dying e.g. the importance of time and space for individuals, how long they can concentrate and the number of visitors they can cope with (c) take as much control as possible over the process of and the environment for dying (d) cope with conditions, illnesses, diseases and injuries where imminent death is likely (e) cope with conditions, illnesses, diseases and injuries where the prognosis is for a longer period before they die 	
15 The role of key people and social networks in supporting individuals through the end of life process.	
16 How to work in partnership with individuals, key people and those within and outside your organisation to support individuals through the end of life process.	
17 The extra support you may need and how to access it for individuals and key people who are having difficulties adjusting to the fact that the individual is dying.	
18 How to support key people: <ul style="list-style-type: none"> (a) through the process of grieving for the dying person (b) to cope with the likely impact of the individual's death on their lives (c) when they are stressed and distressed 	
19 Family and group dynamics that may affect reactions to the individual dying, and decisions about how the process of dying and death itself is managed.	

HSC385.1 Support individuals to prepare for death

Performance criteria		DO	RA	EW	Q	P	WT
		1	You offer appropriate support to individuals and key people when they have been told about the timescales of the individual's death and the end of life process.				
2	You provide individuals with privacy and facilities to meet their immediate needs and give them time to adjust to the knowledge that they are dying.						
3	You communicate with individuals using their preferred method of communication and language, in an appropriate manner, and at a level and pace with which they are comfortable.						
4	You manage appropriately any of your own feelings that have been aroused by the individual's death.						
5	You support individuals and key people to identify any information they want.						
6	You work with others to enable the information requested by individuals and key people to be accessed, within confidentiality agreements and according to legal and organisational requirements.						
7	You complete records in ways that can be understood by all who are authorised to access them.						

HSC385.2 Support individuals through the process of dying

Performance criteria		DO	RA	EW	Q	P	WT
		1	You provide appropriate support and time to individuals who wish to express their feelings and communicate their concerns and preferences about their death.				
2	You support individuals, but avoid pressurising them, to talk about their death.						
3	You support individuals to express their beliefs and preferences about how and where they want to die.						
4	You work with individuals to identify the people they wish to be informed about their death.						
5	You contact, calmly and without delay, the identified people so that they can be with the individuals when they die.						

DO = Direct Observation
EW = Expert Witness

RA = Reflective Account
P = Product (Work)

Q = Questions
WT = Witness Testimony

HSC385.2 Support individuals through the process of dying (cont)

Performance criteria		DO	RA	EW	Q	P	WT
6	You fulfil any wishes expressed by individuals that are within your role, responsibility and competence.						
7	You take appropriate action to inform people and organisations of changes to individuals' condition and any expressed wishes and preferences.						
8	You record and report on actions, procedures and outcomes within confidentiality agreements and according to legal and organisational requirements.						

*DO = Direct Observation**RA = Reflective Account**Q = Questions**EW = Expert Witness**P = Product (Work)**WT = Witness Testimony*

To be completed by the Candidate

I SUBMIT THIS AS A COMPLETE UNIT

Candidate's name:

Candidate's signature:

Date:

To be completed by the Assessor

It is a shared responsibility of both the candidate and assessor to claim evidence, however, it is the responsibility of the assessor to ensure the accuracy/validity of each evidence claim and make the final decision.

I CERTIFY THAT SUFFICIENT EVIDENCE HAS BEEN PRODUCED TO MEET ALL THE ELEMENTS, PCS AND KNOWLEDGE OF THIS UNIT.

Assessor's name:

Assessor's signature:

Date:

Assessor/Internal Verifier Feedback

To be completed by the Internal Verifier if applicable

This section only needs to be completed if the Unit is sampled by the Internal Verifier

Internal Verifier's name:

Internal Verifier's signature:

Date: