



The Prevention and Management of Falls and Fragility Fractures in Older People Standard

Mapped to SVQ level 3 Group Awards

SVQ level 3 Health and Social Care (Adults) G7LP 23

SVQ level 3 Health and Social Care (Children and Young People) G7LV 23

SVQ level 3 Health (Allied Health Profession Support) G8A5 23

SVQ level 3 Health (Maternity/Paediatric Support) G8A1 23

SVQ level 2 Health and Social Care G7LN 22

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How to read this document

This document should be read in conjunction with the support material for the 'Prevention and Management of Falls and the Fragility in Older People' training programme. It is designed to help the learner to: apply learning to their practice; demonstrate evidence of continuous professional development; and present evidence towards the recognition of prior learning (RPL) of formal programmes.

The programmes it will be useful for include:

- ◆ SVQ level 2 Health and Social Care
- ◆ SVQ level 3 Health and Social Care (Adults) and (Children and Young People)
- ◆ SVQ level 3 Health
- ◆ SVQ level 3 Health

The Prevention and Management of Falls training consists of three learning outcomes. Each outcome has been mapped to Knowledge Evidence (KE) and Performance Criteria (PC) to related Units in the SVQ health suite and the health and social care standards. In the tables below, the prefix 'KE' before a Unit name refers to Knowledge Evidence for the Unit. Otherwise, it will refer to Performance Criteria or practice.

Although the learning outcomes have been mapped to evidence, this is only a potential match. It becomes actual or real evidence when learners demonstrate their knowledge or practice competence in appropriate ways, such as a written or audio recording of a reflective account of practice, or direct observation of practice from the assessor or expert witness.

The mapping activity can act as a trigger for the learner when writing or recording a reflective account and can be used by the assessor, line manager or mentor to reflect on learning as applied to their practice. It can also be used in formal supervision, annual reviews or professional development planning sessions, and is linked to the SSSC Continuous Learning Framework Personal Capabilities.

Outcome 1 Mapped to SVQ level 3 Units

Potential map to SVQ Units	Learning Outcome 1: Advise and inform the older person and carers about falls and fragility fracture prevention to support self management.
<p>HSC21 Communicate with, and complete records for individuals</p>	<p>KE HSC21.2 How to provide active support to enable individuals to communicate their needs, views and preferences.</p> <p>KE HSC21.3 Methods and ways of communicating that:</p> <ul style="list-style-type: none"> (a) support equality and diversity (b) support the rights of people to communicate in their preferred method, media and language <p>HSC21.1.1 You seek information and advice about the individual's specific communication and language needs and preferences.</p> <p>HSC21.1.2 You confirm with individuals their preferred methods of communication and language and any changes in their needs.</p> <p>HSC21.2.1 You check and take appropriate action to ensure that individuals have the support they need to communicate their views, wishes and preferences.</p> <p>HSC21.2.3 You use appropriate body language, eye contact and methods of listening that actively encourage individuals and key people to communicate.</p> <p>HSC21.2.4 You give individuals sufficient time to communicate without interrupting or finishing off their communication.</p> <p>HSC21.2.5 You concentrate, listen and respond appropriately when you are communicating with the individuals and key people.</p> <p>HSC21.2.6 You respond appropriately to any questions and concerns that individuals and key people have.</p> <p>HSC21.3.1 You support individuals to use their preferred means of communication and language.</p> <p>HSC21.3.2 You communicate with individuals and key people at a pace, in a manner, and at a level appropriate to the individuals' understanding, needs and preferences.</p> <p>HSC21.3.3 You provide active support to enable individuals to communicate and participate in communications.</p> <p>HSC21.3.4 You ensure the focus of the communication is with the individual whilst acknowledging the input from others.</p> <p>HSC21.3.5 You adapt your communications:</p> <ul style="list-style-type: none"> (a) to meet the individual's changing needs and preferences (b) when individuals and key people have difficulty understanding what you want to communicate <p>HSC21.3.6 At the appropriate times within the communication, you:</p> <ul style="list-style-type: none"> (a) clarify points and check that you understand what is being communicated

	(b) confirm/check that individuals and key people understand what you are saying HSC21.2.7 You take appropriate action to address any misunderstandings.
HSC22 Support the health and safety of yourself and individuals	KE HSC21.6 Actions to take when you observe any key changes in the individual's conditions. KE HSC21.15 Risks and hazards that might cause the individual, yourself and others to have an accident, fall, be injured and become ill. KE HSC21.16 Common reasons why accidents happen in the care environment and with the individuals with whom you work. KE HS21.17 The susceptibility of specific groups of individuals to falls, spillages and breaking items and the reasons for this. HSC21.2.1 You identify and work with others to minimise potential risks in the place where you are working.
HSC23 Develop your knowledge and practice	HSC23.2.3 You discuss, develop and review, with appropriate people, the usefulness of the new and improved skills and knowledge to your work activities. HSC23.2.4 You confirm with the appropriate people that it is safe and legal before applying new skills and knowledge. HSC23.2.5 You use new and improved skills and knowledge that have been agreed are appropriate to your work activities.
HSC24 Ensure your own actions support the care, protection and well-being of individuals	KE HSC24.5 How to provide active support. KE HSC24.12 Factors that can affect the behaviour, skills, abilities and development of the individuals with whom you are working. HSC24.1.2 You develop appropriate relationships that enable you to carry out your work activities. HSC24.1.4 You provide active support that enables individuals to use their strengths and potential. HSC24.1.7 You observe any changes that could affect the individual's care needs. HSC24.2.1 You treat and value each person as an individual. HSC24.2.2 You respect the dignity and privacy of individuals. HSC24.2.5 You provide active support to enable individuals to participate as much as they are able. HSC24.3.6 You promptly alert appropriate people and organisations when you discover or suspect individuals and others who are in danger, within confidentiality agreements and according to legal and organisational requirements. HSC24.3.7 You record and report the specific activities that you have carried out to protect individuals and others from danger, harm or abuse, within confidentiality agreements and according to legal and organisational requirements.
HSC25 Carry out and provide feedback on specific plan of care activities	KE HSC25.2 How to provide active support and promote the individual's rights, choices and well being when carrying out specific plan of care activities. KE HSC25.5 Key changes in the condition and circumstances of individuals with whom you work and actions to take in these circumstances. KE HSC25.9 Methods:

	<p>of undertaking the specific plan of care activities for which you are responsible</p> <p>HSC25.1.1 You access information, records, any risk assessments and advice about:</p> <p>(a) the specific plan of care activities for which you are responsible</p> <p>(b) the individuals for whom you are to carry out the specific plan of care activities</p> <p>HSC25.1.3 You support individuals to communicate their preferences about how you carry out specific plan of care activities.</p> <p>HSC25.1.5 You observe individuals when carrying out specific plan of care activities.</p> <p>HSC25.2.1 You support individuals and key people to identify any changes in the individual's needs and preferences that might affect your work.</p> <p>HSC25.2.2 You observe any changes with individuals that may indicate changes to your work and the work of others.</p> <p>HSC25.2.3 You support individuals to communicate and you evaluate yourself:</p> <p>(a) how well the specific plan of care activities you carry out support the individual's needs and preferences</p> <p>(b) anything that could be changed and/or improved</p>
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<p>HSC27 Support individuals to their daily living</p>	<p>KE HSC27.2 How to provide active support and promote the individual's rights, choices and well-being when supporting them in their daily living.</p> <p>KE HSC27.4 Current local, UK and European legislation, and organisational requirements, procedures and practices for:</p> <ul style="list-style-type: none"> (a) accessing records (b) recording, reporting, confidentiality and sharing information, including data protection (c) health, safety, assessing and managing risks associated with supporting individuals in their daily living (d) supporting individuals in their daily living <p>KE HSC27.5 The types of activities you may need to do to support the individuals with whom you work in their daily living.</p> <p>KE HSC27.8 Methods that encourage individuals to use their strengths and potential to participate and to take as much control over their lives as possible.</p> <p>KE HSC27.9 The risks, dangers and difficulties associated with different environments, equipment, materials and activities and in relation to specific individuals.</p> <p>KE HSC27.10 Factors that can affect the behaviour, skills, abilities, development and the willingness of individuals to be involved in their own care and decisions about the assistance you should give to them.</p> <p>KE HSC27.11 Health and social care conditions that affect the individuals with whom you are working.</p> <p>KE HSC27.12 Key changes in the conditions and circumstances of individuals with whom you work and actions to take in these circumstances.</p> <p>HSC27.1.2 You provide active support to enable individuals to:</p> <ul style="list-style-type: none"> (a) describe their daily lives and events (b) identify what they are able to do themselves (c) identify what other people and groups can help them with (d) identify aspects of their daily living that they would like your assistance with (e) identify aspects of their daily living that they need you to carry out for them <p>HSC27.1.3 You support individuals to express their wishes about the type of support they need from you and the time they need you to be available.</p> <p>HSC27.1.4 You seek additional support where you are unable to carry out the activities identified by individuals.</p>
<p>HSC211 Support individuals to take</p>	<p>HSC211.7 Methods of working with individuals:</p> <ul style="list-style-type: none"> (a) to encourage them to use their strengths and potential to participate

part in development activities	<ul style="list-style-type: none"> (b) to take responsibility for promoting their own health and care and the role developmental activities can take in achieving this (c) to identify how their developmental and any support needs can be met (d) to assess and manage how to undertake developmental activities (e) to monitor and review the developmental activities <p>HSC211.8 Any changes in the conditions of individuals when supporting them to participate in development activities and the actions to take in these circumstances.</p> <p>HSC211.1.1 You examine plans and seek advice about how to prepare individuals and the environment for development activities.</p> <p>HSC211.1.2 You check that you have correctly understood any instructions for the preparation of individuals and the environment.</p> <p>HSC211.1.3 You involve individuals, key people and colleagues in consultations and decisions about the preferred and available options for individuals participating in development activities.</p> <p>HSC211.1.5 You prepare individuals and the environment for the development activities ensuring the safety of all involved.</p> <p>HSC211.1.6 Where you identify any risks that have not been recorded, you take appropriate action to minimise the risks.</p> <p>HSC211.1.7 When preparing individuals for development activities you reassure them that they will be able to complete the activities and the benefits they may acquire from the activity.</p> <p>HSC211.1.8 You prepare yourself for the development activities.</p>
HSC215 Help individuals to keep mobile	<p>KE HSC215.2 How to provide active support and promote the individual's rights, choices and well-being when supporting individuals to keep mobile.</p> <p>KE HSC215.5 Actions to take if you observe any key changes in the condition and circumstances of individuals with whom you are working.</p> <p>KE HSC215.6 How the body moves and the range and limitations of joints, body posture and gait.</p> <p>KE HSC215.7 The implications that particular health conditions have on movement.</p> <p>KE HSC215.8 The benefits and adverse reactions that individuals may experience when undertaking mobility activities and using mobility appliances.</p> <p>KE HSC215.9 Specific issues of mobility related to the individuals with whom you work.</p> <p>KE HSC215.10 Factors and issues to take account of when working with individuals with reduced mobility.</p> <p>KE HSC215.11 The effects on individuals when they do not keep mobile.</p> <p>KE HSC215.12 The potential dangers of exertion for different individuals.</p> <p>KE HSC215.13 Why and how to give constructive feedback and encouragement to individuals.</p> <p>KE HSC215.15 Why your actions must be consistent with the plan of care and the potential effects if they are not.</p>

	<p>KE HSC25.18 Why and how the environment and walking surfaces (ie slopes, stairs, type of floor covering) can be made safe for the use of particular mobility appliances.</p> <p>HSC215.1.1 You support individuals to understand the usefulness and benefits of keeping mobile.</p> <p>HSC215.2.1 You work with individuals, key people and others to identify and agree the best ways for individuals to keep mobile.</p> <p>HSC215.1.7 You support individuals to communicate their preferences about keeping mobile.</p> <p>HSC215.1.8 You use agreed methods for maintaining and improving the individual's mobility taking into account their needs and preferences.</p>
HSC225 Support individuals to undertake and monitor their own health care	<p>KE HSC225.4 How to provide active support and promote the individual's rights, choices and well-being when supporting them to undertake and monitor their own health care.</p> <p>HSC225.2.7 You observe any changes in the individual's condition, seeking advice and taking appropriate action to deal with any changes without delay.</p> <p>HSC225.2.8 You assist individuals and key people to monitor their own condition, encouraging them to seek advice and support when changes occur.</p>
HSC226 Support individuals who are distressed	<p>KE HSC226.9 Actions to make key changes in the conditions and circumstances of individuals with whom you work and actions to take in these circumstances.</p> <p>KE HSC226.11 How stress and distress can affect individuals when undertaking new activities and developing new ways of coping with changes in their lives, needs, conditions and circumstances.</p> <p>HSC226.1.3 You work with individuals in ways that are sensitive to their needs and the subject matter and that acknowledge their experiences, values, abilities, culture and beliefs.</p> <p>HSC226.2.3 Where the individuals, and your knowledge of their needs and circumstances, indicate that they may harm themselves, you work with them, key people and others to prevent this.</p>
HSC31 Promote effective communication for and about individuals	<p>HSC31.1.2 You work with individuals to understand their preferred methods of communication and language and ensure that any specific aids they require are available.</p> <p>HSC31.2.3 You use appropriate styles and methods of communicating to meet the needs and preferences of individuals and key people.</p> <p>HSC31.2.5 You give individuals sufficient time to understand the content of the communication.</p> <p>HSC31.2.10 You record and report the processes and outcomes from the communication according to confidentiality agreements and legal and organisational requirements.</p>

<p>HSC32 Promote, monitor and maintain health, safety and security in the working environment</p>	<p>KE HSC32.6 How and where to access information and support that can inform your practice on health, safety and dealing with incidents and emergencies.</p> <p>KE HSC32.8 Conditions and issues you are likely to face in your work with individuals and key people.</p> <p>KE HSC32. 9 Methods of supporting individuals to:</p> <ul style="list-style-type: none"> (a) express their needs and preferences (b) understand and take responsibility for promoting their own health and care (c) assess and manage risks to their health and well-being <p>KE HSC32. 11 Methods of:</p> <ul style="list-style-type: none"> (a) monitoring activities and the environment to minimise risk and keep the environment free from hazards <p>HSC32.2. 1 You identify and work with others to identify, minimise and manage potential risks and hazards in the working environment and when undertaking work activities.</p>
<p>HSC35 Promote choice, well-being and the protection of all individuals</p>	<p>KE HSC35.15 Factors that affect the health, well-being, behaviour, skills, abilities and development of individuals and key people with whom you work.</p> <p>HSC35.1.2 You support individuals to communicate their views and preferences regarding their current and future health and well-being needs and priorities.</p> <p>HSC35.14 You provide active support to meet the holistic needs and preferences of individuals.</p> <p>HSC35.1.5 You carry out the activities for which you are responsible in ways that:</p> <ul style="list-style-type: none"> (a) promote individuals' rights and preferences <p>HSC35.2.2 You treat and value each person as an individual and ensure that the support you give takes account of their needs and preferences.</p> <p>HSC35.2.4 You provide active support to enable individuals to participate in activities and maintain their independence.</p> <p>HSC35.2.5 (b) take account of individuals' preferences in everything they do</p> <p>HSC35.3.1 You use all available information to identify the risks of actual and likely danger, harm and abuse for individuals, key people and others with whom you work.</p> <p>HSC35.3.2 (b) You provide necessary protection for individuals, balancing their rights and those of key people, and taking account of any restrictions placed upon anyone</p>
<p>HSC344 Support individuals to</p>	<p>KE HSC344.2 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</p>

<p>retain, regain and develop the skills to manage their lives and environment</p>	<p>communicate their own decisions about their lives, actions and risks when supporting them to retain, regain and develop the skills to manage their lives and environment.</p> <p>KE HSC344.3 The rights of carers to be supported in the caring role.</p> <p>KE HSC344.5 How to work in partnership with individuals, key people and those within and outside your organisation to enable individuals to retain, regain and develop the skills to manage their lives and environment.</p> <p>KE HSC344.7 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 to retain, regain and develop the skills to manage their lives and environment.</p> <p>KE HSC344.13 Theories relevant to the individuals with whom you work, about:</p> <p>(a) aspects of human growth and development and how these can affect and be affected by individuals' skills and abilities to manage their lives and environment</p> <p>(b) retaining, regaining and developing skills to manage their lives and environment can affect individuals' sense of identity, their self-esteem and their self-image</p> <p>KE HSC344.17 Conditions and issues you are likely to face in your work with individuals and key people and how to work with, and resolve conflicts that you are likely to meet.</p> <p>KE HSC344.18 How to support, encourage and motivate individuals who are stressed and distressed.</p> <p>KE HSC344.19 How to work in partnership with individuals, key people and those within and outside your organisation to support individuals to retain, regain and develop the skills to manage their lives and environment.</p> <p>HSC344.1.1 Work with others to identify possible options for individuals and any risks that have to be managed.</p> <p>HSC344.1.2 You encourage and support individuals to communicate their needs, preferences and beliefs about the skills they require to manage their lives and environment.</p> <p>HSC344.1.3 You support the individuals and key people to identify the individuals' current skills and abilities and how these can be built upon to enable them to manage their lives and environment more effectively.</p> <p>HSC344.1.4 You support individuals to identify and communicate their needs and priorities in terms of the skills they need to manage their lives in the short and medium term.</p> <p>HSC344.1.5 You identify skills that need to be developed for which they would need additional and/or specialist support.</p> <p>HSC344.1.7 You agree with individuals, key people and others the skills individuals need to enable them to manage their lives and environment.</p>
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<p>HSC387 Work in collaboration with carers in their caring role</p>	<p>KE HSC387.5 How to work in partnership with individuals, key people and those within and outside your organisation to enable carers to access resources and use the services and facilities they prefer.</p> <p>KE HSC387.10 How and where to access information and support that can inform your practice when supporting carers in the caring role.</p> <p>KE HSC387.14 Theories relevant to the carers with whom you work, about:</p> <ul style="list-style-type: none"> (a) the impact on behaviour of stress, distress, anger, and fear on carers (b) the role and contribution of carers promoting the health, social, emotional, educational, leisure and recreational needs of individuals <p>KE HSC387.15 Methods of communicating and forming relationships with carers.</p> <p>HSC387.1.1 You develop relationships with carers that recognises their role and expertise and enables them to communicate their needs and preferences.</p>
<p>HSC3119 Promote the values and principles underpinning best practice</p>	<p>KE HSC3119.2 The importance of respecting and promoting:</p> <ul style="list-style-type: none"> (a) each person as an individual (b) independence and quality of life for individuals, with due regard to the safety of the individual, self and others (c) the dignity and privacy of individuals, families, groups and communities <p>KE HSC3119.3 The importance of recognising, valuing and respecting the diversity, expertise and experience of individuals, families, groups and communities.</p> <p>HSC3119.1.1 You identify relevant sources of information about the values, policy and procedural frameworks underpinning best practice in your own and related areas of work.</p> <p>HSC3119.1.2 You establish procedures and prioritise time and commitments to ensure you have sufficient time to access and review:</p> <ul style="list-style-type: none"> (a) relevant literature (b) guidance on values, policy implementation and procedural requirements <p>HSC3119.1.3 You continually update your own knowledge and understanding of:</p> <ul style="list-style-type: none"> (a) the values underpinning best practice <p>HSC3119.2.1 You integrate the values and principles of best practice within your own work.</p> <p>HSC3119.2.7 You ensure that professional values and principles are used:</p> <ul style="list-style-type: none"> (a) in your practice, especially in relation to anti-discriminatory and inclusive practice (b) when working with colleagues on an individual or group basis

<p>F062 04 (CU6) Maintain communications and records</p>	<p>PC.2 Communicate information to others clearly and accurately.</p>
<p>GEN13 Synthesise new knowledge into the development of your own practice</p>	<p>KE GEN13.2 A working understanding of recent developments in technology, approaches to working, concepts, models and theories, strategies and policies, and legislation which are likely to have an impact on the area of work.</p> <p>KEGEN13.3 A working understanding of the purpose of keeping abreast of developments for yourself and others.</p> <p>KEGEN13.4 A working understanding of the purpose of monitoring changes in practice based on others' work.</p> <p>KEGEN13.5 A working understanding of the purposes of linking into others' research and the benefits which might accrue.</p> <p>KEGEN13. 9 A working understanding of the factors which affect health and social well-being and the ones of particular importance in your own situation.</p> <p>KEGEN13.10 A working understanding of the role of development programmes in learning more about yourself and the use which can be made of these.</p> <p>KEGEN13.15 A factual awareness of the meaning of the term 'reflective practitioner' and how you can become more reflective in your work.</p> <p>KEGEN13.16 A working understanding of the different ways in which your own development can be planned and structured.</p> <p>KEGEN13.19 A factual awareness of how it is possible to balance the need to keep up-to-date with advances whilst meeting current deadlines and personal responsibilities.</p> <p>KEGEN13.23 A working understanding of how to structure and use evidence from others' research and integrate this into own practice.</p> <p>GEN13.1.1 Monitor advances in knowledge and practice relevant to your own area of work to a sufficient level to keep abreast of developments.</p> <p>GEN13.1.2 Evaluate others' work for its relevance and applicability to your own area of practice.</p> <p>GEN13.1.4 Use evidence from your own and others' work to inform the development of your own practice.</p> <p>GEN13.1.5 Implement ideas for improving your own practice in structured ways which allow them to be tested and generalised.</p> <p>GEN13.1.6 Monitor the changes which you make to your own practice and reflect on these to determine the effectiveness of the outcomes.</p> <p>GEN13.1.7 Apply new knowledge synthesised into own practice to all areas of work in which it is relevant and likely to be effective.</p>

<p>GEN14 Provide advice and information to individuals on how to manage their own condition</p>	<p>KE GEN14.4 A working understanding of the nature of the conditions dealt with by your organisation, their different forms and their effect on individuals and their families.</p> <p>KE GEN14.7 A working understanding of why the ability to listen effectively is important.</p> <p>KE GEN14.9 A factual awareness of the information people need in order to be able to make informed lifestyle choices.</p> <p>KE GEN14.10 A working understanding of how adapting lifestyle can enable an individual to manage their own condition.</p> <p>KE GEN14.12 A working understanding of the impact that empowering individuals to manage their own conditions has upon the individual, their family/carer and health services.</p> <p>KE GEN14.15 A working understanding of how to help people develop realistic and achievable plans to adapt their lifestyles.</p> <p>KE GEN14.16 A working understanding of the importance of monitoring and reviewing progress towards adapting a lifestyle, and how to do so effectively.</p> <p>GEN14.1 communicate with the individual in a supportive and encouraging manner consistent with their:</p> <ul style="list-style-type: none"> ◆ level of understanding ◆ culture and background ◆ preferred ways of communicating ◆ needs <p>GEN14.4 Enable individuals to express their requirements for advice and information.</p> <p>GEN14.6 Explain the benefits that adapting their lifestyle may have on their condition.</p> <p>GEN14.12 Agree with the individual achievable targets for optimising their health and well-being.</p> <p>GEN14.14 Help the individual develop plans to adapt their lifestyle, including specific actions they will take, agreed support they will receive, intermediate targets and review points to measure progress.</p>
<p>GEN20 Enable carers to support individuals</p>	<p>KE Care and Support</p> <p>KE GEN20.2 A working understanding of the importance of establishing the assistance required by carers with them and encouraging them to be as actively involved as possible.</p> <p>KE GEN20.3 A working understanding of the purpose of giving support to carers and the effective ways of doing this..</p> <p>KE GEN20.10 A working understanding of the concerns which individuals or individual groups are likely to have in relation to conditions and support.</p> <p>GEN20.1 Give carers time and opportunity to discuss the individual's plan of care and any anxieties regarding the individual.</p> <p>GEN20.3 Discuss and agree the level and type of support needed by the carer with them.</p>

Outcome 2 Mapped to SVQ level 3 Units

Potential Map to SVQ Units	Learning Outcome 2: Identify, record and report risks and physical and psychological consequences of falls and fragility fractures for older people and their family/carers.
HSC21	<p>HSC21.4.5 You support individuals to understand why and what you have reported and recorded.</p> <p>HSC21.4.6 You ensure the security to access to records and reports according to legal and organisational procedures.</p> <p>KE HSC21.14 How to and why you need to share information with individuals, key people and others.</p>
HSC25	<p>KE HSC25.9 Methods:</p> <p>(b) of observing, evaluating, recording and reporting individual's needs and condition in relation to the specific plan of care activities for which you are responsible</p> <p>(c) of working with, and resolving conflicts that you are likely to meet in your work</p> <p>(d) of contributing to team work activities in relation to the specific plan of care activities for which you are responsible</p> <p>HSC25.2.4 You record and report:</p> <p>(a) any discomfort and change in individuals when carrying out specific plan of care activities</p> <p>(b) any differences in the individual's preferences about the way you carry out your activities and the ways specified in the plan of care, within confidentiality agreements and according to legal and organisational requirements</p>
HSC211	<p>HSC211.2.1 You work with individuals to overcome any fears or barriers to them taking part in the development activities.</p> <p>HSC211.2.2 You carry out your role and responsibilities in supporting individuals to participate in the development activities.</p> <p>HSC211.2.3 You support individuals throughout the development activities, giving:</p> <p>(a) positive feedback on success</p> <p>(b) encouragement when they are having difficulties</p> <p>HSC211.2.5 You provide feedback on successes, problems, risk or gaps whilst supporting individuals, to the appropriate people.</p> <p>HSC211.3.1 You discuss with individuals and key people the benefits and limitations of the development activities.</p>
HSC215	<p>KE HSC215.15 Why your actions must be consistent with the plan of care and the potential effects if they are not.</p> <p>KE HSC215.16 Why it is necessary to keep records and report on adverse effects and progress.</p> <p>HSC215.2.4 You record and report progress, problems and any adverse effects to the appropriate people.</p> <p>HSC215.2.5 You monitor the effectiveness of mobility activities and mobility appliances used.</p> <p>HSC215.2.6 You record and report on activities, taking account of confidentiality agreements and according to organisational procedures</p>

	and practices. HSC27.3.4 You record and report any changes within confidentiality agreements and according to legal and organisational requirements.
HSC31	HSC31.4.1 You identify legal and organisational requirements and procedures for recording and reporting on individuals. HSC31.4.4 You access and update records and reports on your work with the individuals accurately, comprehensively and according to legal, organisational procedures and requirements.
HSC32	HSC32.1.9 You report health and safety issues to the appropriate people and complete health, safety and security records, within confidentiality agreements and according to legal and organisational requirements. HSC32.2.3 You use, and support others to use: (c) appropriate risk assessments . HSC32.3.6 You take appropriate action where there is the likelihood of an accident or injury.
HSC35	HSC35.3. 3 You recognise signs and symptoms of danger, harm and abuse and use your organisation's systems and procedures to report these. HSC35.3. 4 You develop relationships in which individuals are able to express their fears, anxieties, feelings and concerns without worry of ridicule, rejection or retribution. HSC35.3. You support individuals and key people to understand your responsibilities to: (a) pass on information about actual and likely danger, harm and abuse HSC35.3.8 You complete accurate, timed and dated records and reports on suspicions of danger, harm and abuse within confidentiality agreements; (a) according to legal and organisational requirements
HSC344	KE HSC344.9 How to access records and information on the needs, views and preferences of individuals about their skills, abilities and capabilities to manage their lives and environment. KE HSC344.10 How and where to access information and support that can inform your practice when supporting individuals to retain, regain and develop the skills to manage their lives and environment. HSC344. 3.7 You record and report on actions, processes and outcomes, within confidentiality agreements and according to legal and organisational requirements.
FO62 O4 (CU6)	FO62 O4 (CU6) PC.3 ensure entries to records are legible, accurate and complete
GEN14	KEGEN14. 20 A working understanding of the importance of effective record keeping and the procedures relating to this
GEN20	GEN20.8 record information on agreements and service delivery accurately, legibly and completely in the required format

Outcome 3 Mapped to SVQ level 3 Units

Potential Map to SVQ Units	Learning outcome 3: Understand the range of solutions available to help reduce risks, including steps to be taken to enable self management.
HSC25	<p>HSC25.3.1 You identify and discuss your role and responsibilities in making revisions to specific plan of care activities for which you are responsible.</p> <p>HSC25.3.2 You report on and contribute to discussions about:</p> <p>(a) how well the specific plan of care activities for which you are responsible meet the needs and preferences of individuals</p> <p>(b) how the specific plan of care activities for which you are responsible could be changed and/or improved to better meet the needs and preferences of individuals</p> <p>HSC25.3.4 You contribute to identifying the best ways to implement your specific plan of care activities to meet the needs and preferences of individuals.</p> <p>HSC25.3.5 You ensure that you understand, and that the individuals with whom you work are aware of, any changes in the specific plan of care activities for which you are responsible.</p>
HSC27	<p>HSC27. 2.1 You identify activities in individuals' daily lives that you will be assisting them with.</p> <p>HSC27.2.7 You work with individuals to clarify and agree how they would like you to carry out aspects of their daily living where they need assistance.</p> <p>HSC27.2.3 You work with individuals to agree and clarify how they would like you to carry out the aspects of their daily living for which you are responsible, taking account of any risk assessments and working within legal and organisational requirements, policies and procedures.</p> <p>HSC27.2.5 You assist individuals to carry out aspects of their daily living that have been agreed.</p> <p>HSC27.2.6 You observe changes in individuals and work with them to identify and agree how any changes might affect the assistance they require.</p> <p>HSC27.2.7 You report to relevant people any changes in the needs, circumstances and preferences of individuals, and the affect these will have on your work activities.</p> <p>HSC27.3.1 You work with individuals, key people and others to:</p> <p>(a) identify and access support that can promote the individual's health and social well-being</p> <p>(b) identify and negotiate any activities for which you are responsible</p>

	<p>(c) identify the activities that other people are responsible for</p> <p>(d) help them co-ordinate the activities carried out by yourself and others</p> <p>(e) agree how any problems and conflicts will be resolved</p> <p>HSC27.3.3 You observe any changes in the support needs of individuals and how this may affect the assistance they require.</p>
HSC211	<p>HSC211.2.6 You contribute to recording progress in the appropriate format.</p> <p>HSC211.2.7 You identify with individuals and key people any changes that need to take place to make the development activity more effective.</p> <p>HSC211.2.8 You record and report on development activities according to confidentiality agreements and legal and organisational requirements.</p> <p>HSC211.3.5 You collect and record information and observations.</p> <p>HSC211.3.6 You involve individuals, key people and others in agreeing and making changes to the development activities.</p>
HSC215	<p>KE HSC215.18 Why and how the environment and walking surfaces (ie slopes, stairs, type of floor covering) can be made safe for the use of particular mobility appliances.</p> <p>HSC215.1.11 You take appropriate action where there are conflicts and in areas that are outside your competence to deal with.</p> <p>HSC215.1.12 You give constructive feedback and encouragement to individuals using mobility appliances and undertaking mobility activities.</p> <p>HSC215.2.2 You work with individuals to monitor changes in their mobility.</p> <p>HSC215.2.3 You give constructive feedback and encouragement to individuals to promote their confidence, motivation and dignity.</p>
HSC31	<p>HSC31.4.5 You record and report:</p> <p>(a) any signs and symptoms that indicate a change in the condition and care needs of the individual and in their support requirements</p> <p>(b) any decisions you have made and actions you have taken about the individual's support needs and conditions</p> <p>HSC31.4.7 You involve and support individuals to contribute and understand records and reports concerning them.</p>
HSC33	<p>HSC33.1.1 You analyse and reflect on what is required for competent, effective and safe practice, and provide active support for individuals and key people.</p> <p>HSC33.1.2 You continually monitor, evaluate and reflect on:</p> <p>(a) your knowledge and skills</p> <p>(e) the processes and outcomes from your work</p>

HSC344	<p>HSC344.2.1 You provide active support which enables individuals to take as much responsibility as possible for developing new skills, regaining and retaining former skills, and using to the full, current skills and abilities.</p> <p>HSC344.2.2 You agree goals with individuals that will enable them to work at their own pace to acquire, regain and retain skills essential to their daily living.</p> <p>HSC344.2.3 You identify appropriate methods that will enable individuals to build on their strengths when developing, regaining and retaining skills that are important to their daily living.</p> <p>HSC344.2.6 You support individuals to carry out activities in ways that promote the safety, involvement and confidence of individuals, adhering to any cultural and spiritual beliefs and preferences.</p> <p>HSC344.2.7 You recognise success and give constructive feedback to individuals.</p> <p>HSC344.2.9 You seek advice and support from others where:</p> <ul style="list-style-type: none"> (a) any safety issues have arisen (b) conflict have occurred between you and individuals or key people (c) the individual does not want to continue (d) the individual is distress or in pain <p>HSC344.3.1 You work with individuals, key people and others to agree the criteria for evaluating the effectiveness of the activity and methods used.</p> <p>HSC344.3.2 You work with individuals, key people and others to assess their progress and highlight where extra support is needed.</p> <p>HSC344.3.3 You work with individuals and others to review the individual's future needs.</p> <p>HSC344.3.4 You work with individuals and others to identify new skills which individuals need to acquire, to meet changing needs and circumstances.</p> <p>HSC344.3.6 You work with others to ensure a co-ordinated approach is used to identify and meet the individual's short, medium and long term needs.</p>
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Outcomes mapped to the SSSC Continuous Learning Framework — Personal Capabilities

Managing relationships — A focus on people who use services and their carers — The Engaged Social Service Worker

Focus on people who use services and their carers	Working in Partnership	Motivating and Leading Others	Empathy
<ul style="list-style-type: none"> » demonstrates a clear commitment to people who use services and their carers in delivering a high quality service which meets their needs » acknowledges the importance of sharing responsibility with people who use services and their carers for the planning and delivery of the service » seeks to continuously improve their work with people who use services and their carers <p>Falls Prevention: All outcomes</p>	<ul style="list-style-type: none"> » understands the importance of relationships and values the diverse perspectives of others » respects and relates well to people with varied roles and from diverse backgrounds » acknowledges the complexity involved in working with other groups and organisations but still chooses to work collaboratively <p>Falls Prevention: All outcomes</p>	<ul style="list-style-type: none"> » understands that leadership occurs at all levels of the organisation » acknowledges the capacity for leadership in colleagues, people who use services and their carers » will take roles that involve motivating and leading others <p>Falls Prevention: Outcomes 1 and 3</p>	<ul style="list-style-type: none"> » gives others time and space to express what they think, feel and want » listens attentively without interrupting, making assumptions or stereotyping » shows sensitivity and seeks to understand the perspective of others » is aware of issues of discrimination and oppression when interacting with others <p>Falls Prevention: Outcome 1</p>

Dealing with Conflict	Professional Autonomy	Lifelong Learning	Flexibility
<p>» recognises and raises issues of concern and participates in finding solutions within the limits of their own authority</p> <p>» is able to identify areas of conflict between their own values, their role and the demands of the organisation and gains required support to manage this</p> <p>» treats others with dignity and respect in dealing with conflict</p> <p>Falls Prevention: Outcome 1</p>	<p>» is aware of decision making processes and the level of decision making appropriate for their own role</p> <p>» is aware of the need to balance the safety of themselves and others when making informed decisions about risks</p> <p>» is able to reflect on judgements and decisions made and their consequences</p> <p>» is able to use their initiative and act on opportunities to improve outcomes for people who use services and their carers</p> <p>» is able to critically reflect on how their own background, assumptions and values impact on their judgements</p> <p>Falls Prevention: Outcome 1</p>	<p>» is committed to and takes responsibility for their own learning and development</p> <p>» demonstrates commitment to keeping their knowledge, understanding and skills up to date</p> <p>» actively participates in learning opportunities</p> <p>» participates in the provision of learning opportunities to others</p> <p>Falls Prevention: All outcomes</p>	<p>» acknowledges the importance of change in continually improving practice</p> <p>» is open to change in their workplace</p> <p>» adapts their own approach to the demands of the work environment</p> <p>» adjusts a strongly held opinion in response to contradictory evidence</p> <p>Falls Prevention: All outcomes</p>

Confidence	Resilience	Accurate Self Assessment	Awareness of Impact on Others
<p>» is confident that they have the knowledge, skills, values and understanding to carry out their role</p> <p>» is confident that they understand their own role and responsibilities and can explain this to others</p> <p>» is aware that their level of confidence in their ability to carry out their role will have an impact on their practice</p> <p>» is clear about the contribution they can make to outcomes for people who use services and their carers</p> <p>Falls Prevention: All outcomes</p>	<p>» is aware of the need for a range of support strategies to build resilience</p> <p>» believes in their ability to move past obstacles and setbacks</p> <p>» perseveres with difficult tasks over an extended period of time in order to achieve them</p> <p>Falls Prevention: Outcomes 1 and 2</p>	<p>» understands the need to be aware of their strengths and the limitations of their own ability</p> <p>» is able to critically reflect on their own practice, learn from this reflection and apply their learning to improve their practice</p> <p>» is open to positive and constructive feedback from others</p> <p>Falls Prevention: All outcomes</p>	<p>» demonstrates awareness of how they are perceived by others</p> <p>» is open to using positive and constructive feedback to determine the impact they are having on others</p> <p>» is aware of how their own values, attitudes and cultural assumptions impact on others</p> <p>Falls Prevention: Outcome 1</p>

Organisational Awareness

- » demonstrates an understanding of how their organisation works, their role within it and how their work contributes to the purpose of the organisation
- » is aware of changes in the context in which they are working, eg the law, policy, new initiatives, etc

Falls Prevention: All outcomes

List of SVQ level 3 Units mapped to the Standard

Core themes throughout all Units below include:

- ◆ Values and Ethics, Codes of Practice and National Care Standards
- ◆ Legislation and agency policy and procedures

Units the training is likely to map to at SVQ level 2 Health and Social Care include:

[DK3V 04 \(HSC21\) Communicate with, and complete records for individuals](#)

[DK8W 04 \(HSC22\) Support the health and safety of yourself and individuals](#)

[DK6D 04 \(HSC23\) Develop your knowledge and practice](#)

[DK6X 04 \(HSC24\) Ensure your own actions support the care, protection and well-being of individuals](#)

Option Units

[DK3G 04 \(HSC25\) Carry out and provide feedback on specific plan of care activities](#)

[DK72 04 \(HSC27\) Support individuals in their daily living](#)

[DK8H 04 \(HSC211\) Support individuals to take part in development activities](#)

[DK7N 04 \(HSC215\) Help individuals to keep mobile](#)

[DK75 04 \(HSC222\) Support individuals prior to, during and after clinical procedures](#)

[DK8L 04 \(HSC226\) Support individuals who are distressed](#)

SVQ level 3 Health and Social Care (Adults) G7LP 23 and (Children and Young People) Group Awards G7LV 23

[DK4R 04 \(HSC31\) Promote effective communication for and about individuals](#)

[DK4K 04 \(HSC32\) Promote, monitor and maintain health, safety and security in the working environment](#)

[DK57 04 \(HSC33\) Reflect on and develop your practice](#)

[DK4H 04 \(HSC34\) Promote the well-being and protection of children and young people](#)

[DK41 04 \(HSC35\) Promote choice, well-being and the protection of all individuals](#)

Option Units

[DK8G 04 \(HSC344\) Support individuals to retain, regain and develop the skills to manage their lives and environment](#)

SVQ level 3 Health (Allied Health Profession Support) Group Award G8A5 23

[DK4R 04 \(HSC31\) Promote effective communication for and about individuals](#)

excluded combination with Unit (CU6)

[DK4K 04 \(HSC32\) Promote, monitor and maintain health, safety and security in the working environment](#)

[DK57 04 \(HSC33\) Reflect on and develop your practice](#)

excluded combination with F076 04 (GEN12) and F07D 04 (GEN13) in work effectiveness competences.

[DK41 04 \(HSC35\) Promote choice, well-being and the protection of all individuals](#)

excluded combination with Unit DK4H 04 (HSC34)

[F062 04 \(CU6\) Maintain communications and records within the organisation](#) (109 KB)

excluded combination with Unit DK4R 04 (HSC31)

Option Units

[DK72 04 \(HSC27\) Support individuals in their daily living](#)

[DK7N 04 \(HSC215\) Help individuals to keep mobile](#)

[F07D 04 \(GEN13\) Synthesise new knowledge into the development of your own practice](#)

(271 KB) excluded combination with DK57 04 (HSC33) in core competences

[F06X 04 \(GEN14\) Provide advice and information to individuals on how to manage their own condition](#)

[F05A 04 \(GEN20\) Enable carers to support individuals](#)

[DK8G 04 \(HSC344\) Support individuals to retain, regain and develop the skills to manage their lives and environment](#)

[DK37 04 \(HSC351\) Plan, agree and implement development activities to meet individual needs](#)

[DK96 04 \(HSC387\) Work in collaboration with carers in the caring role](#)

[DK4G 04 \(HSC3119\) Promote the values and principles underpinning best practice](#)

Health (Maternity/Paediatric Support) at SVQ level 3 G8A1 23

[DK8L 04 \(HSC226\) Support individuals who are distressed](#)

[DK5J 04 \(HSC36\) Contribute to the assessment of children and young peoples' needs and the development of care plans](#)

[DK96 04 \(HSC387\) Work in collaboration with carers in the caring role](#)