

## **H5P5 04 (SCDHSC0230) — Manage Environments and Resources For Health Care Procedures in Social Care Settings**

### **Overview**

This standard is for social care workers and identifies the requirements when managing the environment and resources for healthcare procedures within social care settings. This includes preparing environments and resources beforehand, then managing the environment and resources during the procedures themselves. It also covers actions to take once procedures are complete.

## 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 will 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.

**Conditions** may include temperature; humidity; ventilation; general and directional light levels; noise; privacy.

**Correctly** handling resources or operating equipment includes doing so in a manner consistent with infection control techniques and in ways that follow work setting procedures and manufacturer's specific instructions.

**The individual** is the person you support or care for in your work.

**Medical procedures** may be routine or specialist.

**Resources** may include fixed items of equipment; portable items of equipment; consumables; disposable items (eg gowns); sterile packs; individual positioning aids; notes.

**Waste** may include general waste; clinical waste; sharps.

## **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 32 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.

### Work with individuals to prepare the environment and resources for healthcare procedures

|    | Performance Criteria                                                                                                                                    | Evidence Number where this criteria has been met |
|----|---------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------|
| 1  | Clarify your role in managing the environment and resources for specific <b>healthcare procedures</b> .                                                 |                                                  |
| 2  | Work in ways that support the <b>active participation</b> of the <b>individual</b> in preparing for healthcare procedures.                              |                                                  |
| 3  | Support the individual to understand the reasons for the preparations being made.                                                                       |                                                  |
| 4  | Gather together all necessary <b>resources</b> in advance of the procedure.                                                                             |                                                  |
| 5  | Check that all resources are in a suitable and safe condition for the procedure to be carried out.                                                      |                                                  |
| 6  | Dispose of any damaged or out of date items in accordance with legal and work setting requirements.                                                     |                                                  |
| 7  | Handle resources safely and <b>correctly</b> .                                                                                                          |                                                  |
| 8  | Prepare resources at the appropriate time and in a manner that meets the preferences and needs of the individual and the requirements of the procedure. |                                                  |
| 9  | Position equipment correctly for the requirements of the procedure and to reduce risks.                                                                 |                                                  |
| 10 | Confirm that forms required for record keeping are available for immediate use.                                                                         |                                                  |

### Work with individuals to prepare the environment and resources for healthcare procedures (cont)

|    | Performance Criteria                                                                                                                                   | Evidence Number where this criteria has been met |
|----|--------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------|
| 11 | Wash your hands and take any other hygiene precautions required.                                                                                       |                                                  |
| 12 | Support the individual to understand the reason for any protective clothing and equipment used.                                                        |                                                  |
| 13 | Make sure that <b>conditions</b> within the immediate environment are appropriate to maintain the individual's comfort throughout the procedure.       |                                                  |
| 14 | Confirm with the individual that the preparations being made take account of their preferences and needs as well as the requirements of the procedure. |                                                  |
| 15 | Investigate any problems with the environment and resources.                                                                                           |                                                  |
| 16 | Where there are problems which you cannot solve, report these in accordance with work setting requirements.                                            |                                                  |

### Manage the environment and resources during healthcare procedures

|    |                                                                                                                             |  |
|----|-----------------------------------------------------------------------------------------------------------------------------|--|
| 17 | Work in ways that promote active participation when managing the environment and resources during the healthcare procedure. |  |
| 18 | Operate equipment correctly for the procedure.                                                                              |  |
| 19 | Monitor environmental conditions and the individual's comfort throughout the procedure.                                     |  |
| 20 | Make any adjustments required to maintain the individual's comfort and the requirements of the procedure.                   |  |
| 21 | Monitor the operation of equipment at regular intervals.                                                                    |  |

### Manage the environment and resources during healthcare procedures (cont)

|    | Performance Criteria                                                                                                                                                 | Evidence Number where this criteria has been met |
|----|----------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------|
| 22 | Where faults or breakdowns occur in equipment during use, take appropriate action to remedy or minimise damage to resources and ensure the safety of the individual. |                                                  |
| 23 | Monitor consumable materials used in the procedure correctly and safely.                                                                                             |                                                  |

### Manage the environment and resources after healthcare procedures

|    |                                                                                                                                                                  |  |
|----|------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|
| 24 | Ensure that your management of the environment and resources after healthcare procedures cause minimum disturbance to the privacy and comfort of the individual. |  |
| 25 | Clean fixed items effectively after use with the appropriate materials.                                                                                          |  |
| 26 | Replenish consumable materials in accordance with work setting procedures.                                                                                       |  |
| 27 | Return unopened, unused and surplus resources to the correct location for storage.                                                                               |  |
| 28 | Clean re-useable items effectively after use to make them safe prior to sterilisation.                                                                           |  |
| 29 | Dispose of <b>waste</b> and by-products in a safe manner using the correct, designated waste routes.                                                             |  |
| 30 | Deal promptly, safely and effectively with any problems that are within your scope of practice.                                                                  |  |
| 31 | Where there are problems which you cannot solve, report these in accordance with work setting requirements.                                                      |  |
| 32 | Complete records of your activities in accordance with legal and work setting requirements.                                                                      |  |

## Knowledge and Understanding — Why and how you do what you do in your job

You must provide evidence of your knowledge and understanding to meet all the 60 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

|   | <b>Knowledge and Understanding</b><br><i>You need to know and understand:</i>                                            | <b>Evidence Number</b><br><b>where this knowledge point has been met</b> |
|---|--------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------|
| 1 | Work setting requirements on equality, diversity, discrimination and human rights.                                       |                                                                          |
| 2 | Your role in supporting rights, choices, wellbeing and active participation.                                             |                                                                          |
| 3 | Your duty to report anything you notice people do, or anything they fail to do, that could obstruct individuals' rights. |                                                                          |
| 4 | The actions to take if you have concerns about discrimination.                                                           |                                                                          |
| 5 | The rights that individuals have to make complaints and be supported to do so.                                           |                                                                          |

## How you carry out your work

|    | <b>Knowledge and Understanding</b><br><i>You need to know and understand:</i>                                    | <b>Evidence Number</b><br><b>where this knowledge</b><br><b>point has been met</b> |
|----|------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------|
| 6  | Codes of practice, standards, frameworks and guidance relevant to your work and the content of this standard.    |                                                                                    |
| 7  | The main items of legislation that relate to the content of this standard within your work role.                 |                                                                                    |
| 8  | Your own background, experiences and beliefs that may affect the way you work.                                   |                                                                                    |
| 9  | Your own roles and responsibilities with their limits and boundaries.                                            |                                                                                    |
| 10 | Who you must report to at work.                                                                                  |                                                                                    |
| 11 | The roles and responsibilities of other people with whom you work.                                               |                                                                                    |
| 12 | How to find out about procedures and agreed ways of working in your work setting.                                |                                                                                    |
| 13 | How to make sure you follow procedures and agreed ways of working.                                               |                                                                                    |
| 14 | The meaning of person centred working and the importance of knowing and respecting each person as an individual. |                                                                                    |
| 15 | The prime importance of the interests and wellbeing of the individual.                                           |                                                                                    |
| 16 | The individual's cultural and language context.                                                                  |                                                                                    |
| 17 | How to work in ways that build trust with people.                                                                |                                                                                    |
| 18 | How to work in ways that support the active participation of individuals in their own care and support.          |                                                                                    |
| 19 | How to work in ways that respect individuals' dignity, personal beliefs and preferences.                         |                                                                                    |



### How you carry out your work (cont)

|    | <b>Knowledge and Understanding</b><br><i>You need to know and understand:</i>            | <b>Evidence Number</b><br><b>where this knowledge</b><br><b>point has been met</b> |
|----|------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------|
| 20 | How to work in partnership with people.                                                  |                                                                                    |
| 21 | What you should do when there are conflicts and dilemmas in your work.                   |                                                                                    |
| 22 | How and when you should seek support in situations beyond your experience and expertise. |                                                                                    |

### Theory for practice

|    |                                                                                                                  |  |
|----|------------------------------------------------------------------------------------------------------------------|--|
| 23 | The <b>factors that may affect the health, wellbeing and development of individuals</b> you care for or support. |  |
| 24 | How these affect individuals and how they may affect different individuals differently.                          |  |
| 25 | The main stages of human development.                                                                            |  |

### Communication

|    |                                                                                    |  |
|----|------------------------------------------------------------------------------------|--|
| 26 | Factors that can have a positive or negative effect on the way people communicate. |  |
| 27 | Different methods of communicating.                                                |  |

### Personal and professional development

|    |                                                          |  |
|----|----------------------------------------------------------|--|
| 28 | Why it is important to reflect on how you do your work.  |  |
| 29 | How to use your reflections to improve the way you work. |  |

## Health and Safety

|    | <b>Knowledge and Understanding</b><br><i>You need to know and understand:</i>                                         | <b>Evidence Number</b><br><b>where this knowledge</b><br><b>point has been met</b> |
|----|-----------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------|
| 30 | Your work setting policies and practices for health, safety and security.                                             |                                                                                    |
| 31 | Practices that help to prevent and control infection in the context of this standard in the context of this standard. |                                                                                    |

## Safe-guarding

|    |                                                                                                                          |  |
|----|--------------------------------------------------------------------------------------------------------------------------|--|
| 32 | The duty that everyone has to raise concerns about possible harm or abuse, poor or discriminatory practices.             |  |
| 33 | Signs and symptoms of harm or abuse.                                                                                     |  |
| 34 | How and when to report any concerns about abuse, poor or discriminatory practice, resources or operational difficulties. |  |
| 35 | What to do if you have reported concerns but no action is taken to address them.                                         |  |

## Handling information

|    |                                                                                                                          |  |
|----|--------------------------------------------------------------------------------------------------------------------------|--|
| 36 | Legal requirements, policies and procedures for the security and confidentiality of information.                         |  |
| 37 | Work setting requirements for recording information and producing reports including the use of electronic communication. |  |
| 38 | What confidentiality means.                                                                                              |  |
| 39 | How to maintain confidentiality in your work.                                                                            |  |
| 40 | When and how to pass on information.                                                                                     |  |

## Knowledge that is Specific to this NOS

|    | <b>Knowledge and Understanding</b><br><i>You need to know and understand:</i>                                                                                            | <b>Evidence Number</b><br><b>where this knowledge</b><br><b>point has been met</b> |
|----|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------|
| 41 | The nature of the healthcare procedure to be undertaken, the equipment and materials that relate to it and the environmental conditions and resources which it requires. |                                                                                    |
| 42 | The importance of selecting and preparing resources according to the individual's care or support plan.                                                                  |                                                                                    |
| 43 | How the correct level of cleanliness may be achieved and maintained for the healthcare procedure, the individual and the setting.                                        |                                                                                    |
| 44 | Resources required for the procedure including any personal protective clothing needed for yourself and/or the individual.                                               |                                                                                    |
| 45 | The nature and function of equipment used and how to check whether or not it is functioning correctly.                                                                   |                                                                                    |
| 46 | The importance of preparing and setting out essential resources safely, efficiently and before the procedure begins.                                                     |                                                                                    |
| 47 | Types of essential resources which are sensitive to environmental changes and how this affects their storage and use.                                                    |                                                                                    |
| 48 | How to set up and prepare equipment including any adjustments which are specific to an individual's preferences and needs.                                               |                                                                                    |
| 49 | The importance of ensuring consumables of the correct quality and quantity are available throughout the procedure.                                                       |                                                                                    |
| 50 | The environmental conditions appropriate for the type of healthcare procedure to be undertaken and how to adjust them in order to maintain the individual's comfort.     |                                                                                    |

## Knowledge that is Specific to this NOS

|    | <b>Knowledge and Understanding</b><br><i>You need to know and understand:</i>                                                                                          | <b>Evidence Number</b><br><b>where this knowledge</b><br><b>point has been met</b> |
|----|------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------|
| 51 | The importance of handling resources safely and correctly and how to do so.                                                                                            |                                                                                    |
| 52 | Methods for ensuring all resources to be used during the healthcare procedure are in a suitable and safe condition and the extent of the your responsibility for this. |                                                                                    |
| 53 | The different types of waste and by-products generated by the activity and the appropriate methods of handling and disposal for each.                                  |                                                                                    |
| 54 | What procedures you are permitted to undertake when problems arise with equipment or resources and when you must refer the problem to others.                          |                                                                                    |
| 55 | The relevant person to whom you should refer problems with the environment and resources.                                                                              |                                                                                    |
| 56 | Correct procedures for reporting problems or faults with resources.                                                                                                    |                                                                                    |
| 57 | Possible sources of infection during medical procedures.                                                                                                               |                                                                                    |
| 58 | Methods for safely handling instruments, equipment and materials.                                                                                                      |                                                                                    |
| 59 | Methods to replenish, maintain, store and clean equipment and why it is important to regularly replenish and replace supplies.                                         |                                                                                    |
| 60 | The importance of immediately reporting any issues which are outside your own sphere of competence without delay to the relevant member of staff.                      |                                                                                    |

The candidate and assessor must only sign below when all Performance Criteria and knowledge points have been met.

### Unit assessed as being complete

|                                               |  |  |  |
|-----------------------------------------------|--|--|--|
| <b>Candidate's name</b>                       |  |  |  |
| <b>Candidate's signature</b>                  |  |  |  |
| <b>Date submitted to Assessor as complete</b> |  |  |  |

|                               |  |  |  |
|-------------------------------|--|--|--|
| <b>Assessor's name</b>        |  |  |  |
| <b>Assessor's signature</b>   |  |  |  |
| <b>Date assessed complete</b> |  |  |  |

### Internal Verification

To be completed in accordance with centre's internal verifier (IV) strategy.

| <b>Evidence for this Unit was sampled on the following date/s</b> | <b>Internal verifier's signature</b> | <b>Internal verifier's name</b> |
|-------------------------------------------------------------------|--------------------------------------|---------------------------------|
|                                                                   |                                      |                                 |
|                                                                   |                                      |                                 |
|                                                                   |                                      |                                 |
|                                                                   |                                      |                                 |

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

| <b>Date of admin check</b> | <b>Internal verifier's signature</b> | <b>Internal verifier's name</b> |
|----------------------------|--------------------------------------|---------------------------------|
|                            |                                      |                                 |
|                            |                                      |                                 |
|                            |                                      |                                 |
|                            |                                      |                                 |

### Unit completion confirmed

|                                      |  |
|--------------------------------------|--|
| <b>Internal verifier's name</b>      |  |
| <b>Internal verifier's signature</b> |  |
| <b>Date completed</b>                |  |