

H5T1 04 (SCDHSC0385) — Support Individuals At the End of Life

Overview

This standard identifies the requirements when supporting individuals at the end of their life. This includes supporting individuals to prepare for the end of life and to plan the care and support they wish to receive during the process of dying. It also includes providing care and support as death approaches and carrying out agreed actions immediately after death has occurred.

Additional Information

Scope/range related to Performance Criteria

The details in this field are explanatory statements of scope and / or examples of possible contexts in which the NOS may apply; they are not to be regarded as range statements required for achievement of the NOS.

NOTE: Where an individual finds it difficult or impossible to express their own preferences and make decisions about their life, achievement of this standard may require the involvement of advocates or others who are able to represent the views and best interests of the individual.

Where there are language differences within the work setting, achievement of this standard may require the involvement of interpreters or translation services.

To **communicate** may include using the individual's preferred spoken language, the use of signs, symbols, pictures, writing, objects of reference, communication passports, other non-verbal forms of communication, human and technological aids to communication.

The **individual** is the adult, child or young person you support or care for in your work.

Information could be verbal, written or electronic and needs to be in a format that is accessible to the individual and should be provided within confidentiality agreements and according to legal and work setting requirements.

Key people are those who are important to an individual and who can make a difference to his or her wellbeing. Key people may include family, friends, carers and others with whom the individual has a supportive relationship.

Others are your colleagues and other professionals whose work contributes to the individual's wellbeing and who enable you to carry out your role.

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 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 23 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.

Provide support to prepare individuals for the end of life

	Performance Criteria	Evidence Number where this criteria has been met
1	Offer appropriate support to the individual and key people when they receive news that the individual is dying.	
2	Ensure you communicate with the individual and key people at a level and pace with which they are comfortable.	
3	Provide the individual and key people with the time, privacy and facilities they need to adjust to the knowledge that the individual is dying.	
4	Support the individual and key people to identify information they require to understand and adjust to this knowledge.	
5	Work with others to access the information and any additional support requested.	
6	Equip yourself to support the individual and key people by managing your own feelings about death and dying, seeking support where necessary.	

Support individuals to plan for the end of life

	Performance Criteria	Evidence Number where this criteria has been met
7	Encourage the individual to plan in advance for the care and support they wish to have during the process of dying.	
8	Avoid pressurising the individual to talk about their death, while making clear that you are available for them to do so when they wish.	
9	Support the individual to express their preferences about how they wish to die, including aspects associated with their culture or beliefs.	
10	Support the individual to express their preferences about where they wish to die.	
11	Work with the individual to identify the people they wish to have with them when they die.	
12	Provide appropriate support when the individual wishes to express personal beliefs, feelings or concerns about death and dying.	

Support individuals through the process of dying

	Performance Criteria	Evidence Number where this criteria has been met
13	When death approaches, promptly and calmly contact the people who are to be with the individual as they approach the end of life.	
14	Liaise with others to ensure that the planned care and support is available to address the individual's preferences and needs.	
15	Fulfil the wishes expressed by the individual that are within your role, responsibility and competence.	
16	Carry out your role in ways that respect the individual's dignity, culture, preferences and beliefs.	
17	Work with others to address in agreed ways any pain or distress the individual experiences.	
18	Assess when the individual and key people need to be alone with each other.	
19	Adapt your actions to take account of changing preferences, responses and needs.	
20	Inform people and organisations of changes in the individual's condition and expressed wishes and preferences, in accordance with plans and work setting requirements.	

Take action immediately following the death of individuals

21	Carry out your agreed role immediately following the death of the individual in ways that respect their wishes and follow work setting requirements.	
22	Offer appropriate support to key people.	
23	Complete records and reports about actions, procedure and outcomes, in line with legal, confidentiality and work setting requirements.	

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

You must provide evidence of your knowledge and understanding to meet all the 50 knowledge points for this Unit. The knowledge points are grouped under headings to assist you with planning how best to meet them.

Place the number of the piece of work where each knowledge point has been met in the 'evidence number' box after each point.

Values

	Knowledge and Understanding <i>You need to know and understand:</i>	Evidence Number where this knowledge point has been met
1	Legal and work setting requirements on equality, diversity, discrimination and rights.	
2	Your role in promoting individuals' rights, choices, wellbeing and active participation.	
3	Your duty to report any acts or omissions that could infringe the rights of individuals.	
4	How to deal with and challenge discrimination.	
5	The rights that individuals have to make complaints and be supported to do so.	

Your practice

	Knowledge and Understanding <i>You need to know and understand:</i>	Evidence Number where this knowledge point has been met
6	Legislation, statutory codes, standards, frameworks and guidance relevant to your work, your work setting and the content of this standard.	
7	Your own background, experiences and beliefs that may have an impact on your practice.	
8	Your own roles, responsibilities and accountabilities with their limits and boundaries.	
9	The roles, responsibilities and accountabilities of others with whom you work.	
10	How to access and work to procedures and agreed ways of working.	
11	The meaning of person-centred/child centred working and the importance of knowing and respecting each person as an individual.	
12	The prime importance of the interests and wellbeing of the individual.	
13	The individual's cultural and language context.	
14	How to build trust and rapport in a relationship.	
15	How your power and influence as a worker can impact on relationships.	
16	How to work in ways that promote active participation and maintain individuals' dignity, respect, personal beliefs and preferences.	
17	How to work in partnership with individuals, key people and others.	
18	How to manage ethical conflicts and dilemmas in your work.	
19	How to challenge poor practice.	

Your practice (cont)

	Knowledge and Understanding <i>You need to know and understand:</i>	Evidence Number where this knowledge point has been met
20	How and when to seek support in situations beyond your experience and expertise.	

Theory

21	The nature and impact of factors that may affect the health, wellbeing and development of individuals you care for or support.	
22	Theories underpinning our understanding of human development and factors that affect it.	

Personal and professional development

23	Principles of reflective practice and why it is important.	
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Communication

24	Factors that can affect communication and language skills and their development in children, young people adults.	
25	Methods to promote effective communication and enable individuals to communicate their needs, views and preferences.	

Health and Safety

26	Your work setting policies and practices for monitoring and maintaining health, safety and security in the work environment.	
27	Practices for the prevention and control of infection in the context of this standard.	

Safe-guarding

	Knowledge and Understanding <i>You need to know and understand:</i>	Evidence Number where this knowledge point has been met
28	The responsibility that everyone has to raise concerns about possible harm or abuse, poor or discriminatory practices.	
29	Indicators of potential harm or abuse.	
30	How and when to report any concerns about abuse, poor or discriminatory practice, resources or operational difficulties.	
31	What to do if you have reported concerns but no action is taken to address them.	

Handling information

32	Legal requirements, policies and procedures for the security and confidentiality of information.	
33	Legal and work setting requirements for recording information and producing reports.	
34	Principles of confidentiality and when to pass on otherwise confidential information.	

Knowledge specific to this NOS

	Knowledge and Understanding <i>You need to know and understand:</i>	Evidence Number where this knowledge point has been met
35	How you can access, review and evaluate information about your practice in relation to the end of life.	
36	Theories relevant to the individuals with whom you work about death and the end of life process both generally and specifically for the individuals with whom you are working.	
37	Theories relevant to the individuals with whom you work about the impact of death and dying, grief and mourning on individuals and key people.	
38	The role of culture, beliefs and religion in the wishes of individuals and key people and in how the process of dying and death itself is managed.	
39	Social and psychological factors that can affect individuals' and key people's response to the knowledge that an individual is dying.	
40	Requirements, procedures and practices for the making of wills, including living wills.	
41	How to manage the practical effects of the process of dying, including how long individuals can concentrate, the number of visitors they can cope with at any one time and the need to have time alone or with key people.	
42	How to support individuals to take as much control as possible over the process of and the environment for dying through advance planning, and why this is important.	
43	How to support individuals to cope with conditions, illnesses, diseases and injuries where imminent death is likely or where the prognosis is for a longer period before they die.	

Knowledge specific to this NOS (cont)

	Knowledge and Understanding <i>You need to know and understand:</i>	Evidence Number where this knowledge point has been met
44	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.	
45	How to support key people through the process of grieving for the dying person.	
46	How to support key people to cope with the likely impact of the individual's death on their lives.	
47	How to support key people when they are stressed and distressed.	
48	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.	
49	Requirements, procedures and practices that must immediately follow an individual's death, including the removal of medical equipment from the deceased, dealing with their personal property and possessions and the records that are required for this.	
50	The purpose of and arrangements for your supervision when working with and supporting individuals through the process of dying.	

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

Unit assessed as being complete

Candidate's name	
Candidate's signature	
Date submitted to Assessor as complete	

Assessor's name	
Assessor's signature	
Date assessed complete	

Internal Verification

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

Evidence for this Unit was sampled on the following date/s	Internal verifier's signature	Internal verifier's name

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

Date of admin check	Internal verifier's signature	Internal verifier's name

Unit completion confirmed

Internal verifier's name	
Internal verifier's signature	
Date completed	