SCDHSC0382 - SQA Code HC6G 04
Support individuals to manage change in their lives

Overview

This standard outlines the requirements when you support individuals to manage change in their lives. It includes working with individuals to prepare for change, supporting them to manage and adapt to the change during the transition period, then working together to review the effectiveness of methods and strategies used.

Performance criteria

Support individuals to prepare to manage change

You must be able to:

P1 support the **individual** and **key people** to **communicate changes** that have occurred or that are about to occur in their lives

P2 support the individual and key people to identify the impact, positive and negative, that the change has had or is likely to have on their lives

P3 support the individual to identify their preferences, their concerns and any **risks** associated with the change

P4 identify with the individual and key people the expertise and experience they have within themselves that will help them to prepare for and manage the change, and ways to develop these further

P5 identify with the individual and key people the expertise and experience available from their personal networks to enable them to prepare for and manage the change

P6 support the individual to identify any additional information, resources, support or expertise needed to assist them in managing the change

P7 work with the individual, key people and others to agree the outcomes they wish to achieve in managing the change and plan how to accomplish them

P8 contribute to identifying and addressing any risks associated with the individual's preferred options for managing the change

P9 work with the individual, key people and others to identify the expertise they bring and the activities for which you and they will be responsible

P10 agree with the individual, key people and others how processes and outcomes will be monitored and reviewed

Support individuals and key people to manage change

You must be able to:

P11 carry out your agreed role to support the individual to manage the change in ways that promote **active participation**

P12 support the individual and key people to communicate any fears, anxieties and concerns when going through the period of change

P13 ensure that information associated with the change is made available to the individual regularly, promptly and in an accessible form

P14 support the individual and key people to identify ongoing changes in their requirements during the time of transition and the implications and impact of these, including any risks that may emerge

P15 work with the individual, key people and others to implement and adjust activities, resources, services and support to enhance the

individual's capacity to manage and adapt to the change

P16   support the individual and key people to recognise progress and achievement during the transition period

P17   support the individual to address any feelings of loss and any impact on their identity or self-esteem arising from the change

P18   seek additional expertise and support when you are unable to meet the needs of the individual and key people in managing change

Support individuals to review the methods they have used to manage change

You must be able to:

P19   support the individual and key people to agree how they should be involved in reviewing the methods and processes involved in managing the change

P20   agree with the individual how you and others should be involved in the review process

P21   work with the individual and key people to identify where there have been positive changes in their well-being and where there are concerns

P22   work with others involved to identify positive and negative aspects of the process and outcomes

P23   contribute in agreed ways to evaluating whether outcomes have been achieved and whether strategies and support have been effective

P24   contribute to identifying any adjustments that need to be made to the activities, resources, services and support provided

P25   complete records and reports on the effectiveness of the strategies and support used to enable the individual and key people to manage change, in accordance with legal and work setting requirements

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Knowledge and understanding

Rights

You need to know and understand:

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

Your practice

You need to know and understand:

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

Theory

You need to know and understand:

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

and factors that affect it

Personal and professional development

K23   principles of reflective practice and why it is important

Communication

K24   factors that can affect communication and language skills and their development in children, young people adults

K25   methods to promote effective communication and enable individuals to communicate their needs, views and preferences

Health and Safety

K26   your work setting policies and practices for monitoring and maintaining health, safety and security in the work environment

K27   practices for the prevention and control of infection in the context of this standard

Safe-guarding

K28   the responsibility that everyone has to raise concerns about possible harm or abuse, poor or discriminatory practices

K29   indicators of potential harm or abuse

K30   how and when to report any concerns about abuse, poor or discriminatory practice, resources or operational difficulties

K31   what to do if you have reported concerns but no action is taken to address them

Handling information

K32   legal requirements, policies and procedures for the security and confidentiality of information

K33   legal and work setting requirements for recording information and producing reports

K34   principles of confidentiality and when to pass on otherwise confidential information

Specific to this NOS

K35   how to access records and information on the needs, views and preferences of individuals and key people regarding their abilities to cope with and manage change

K36   how you can access, review and evaluate information about managing change generally, and for specific individuals

K37 social and psychological factors that can affect people's response and management of change

K38 actions and conditions that might enhance and inhibit individuals' ability to manage and cope with change

K39 the role of relationships and social networks in supporting individuals to cope with and manage change

K40 methods of working with individuals to understand the process of change and its likely impact on their lives and those of key people

K41 methods of promoting individuals' strengths and those in their networks as key resources for achieving change

K42 methods of working with individuals to plan and implement agreed changes so that they are tailored to the outcomes the individual wants to achieve and the ways they want to use them

K43 methods of planning and implementing incremental and radical change in individuals' lives and its impact on key people and others

K44 methods of working with individuals when the changes are forced upon them

K45 methods of working with families and networks to maintain support and cope with change

K46 methods of planning, monitoring, review and evaluation that are participative

K47 issues likely to arise when supporting individuals to cope with and manage change and how to support the individuals to deal with these

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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.

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
Changes may be sudden or incremental; planned or unplanned; related to changing environments, changing physical and/or mental health, changing capacity for independent living
To **communicate** may include using the individual's preferred spoken language, the use of signs, the use of symbols or pictures, writing, objects of reference, communication passports, other non verbal forms of communication, human and technological aids to communication
The **individual** is the adult, child or young person you support or care for in your work
Key people are those who are important to an individual and who can make a difference to his or her well-being. Key people may include family, friends, carers and others with whom the individual has a supportive relationship.
Others are people within and outside your organisation who are necessary for you to fulfil your job role
Risks could include the possibility of danger, damage and destruction to the environment and goods; injury and harm to people; self-harm; bullying; abuse; reckless behaviour in your practice and through your knowledge

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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

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 as complete:	

Internal Verification —
to be completed in accordance with centre's IV strategy

Evidence for this Unit was sampled on the following date/s:	IV's Signature	IV's Name

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

Date of admin check	IV's Signature	IV's Name

Unit completion confirmed

IV's Name:	
IV's Signature:	
Date complete:	