

## DK4L 04 (HSC232) Protect yourself from the risk of violence at work

### Elements of Competence

HSC232.1 Help to de-escalate a potentially violent situation

HSC232.2 Review the incident for recording and monitoring purposes

### About this Unit

For this Unit you need to be able to calm potentially dangerous situations by minimising actions or words that may trigger violent behaviour and showing respect for people, their property and rights. It is about responding to a situation by trying to defuse it and, when appropriate, leaving a threatening situation safely. It is also about reviewing the incident for recording and monitoring purposes.

Your **knowledge and understanding** will be specifically related to legal requirements and codes of practice and conduct applicable to your job, and the NHS Knowledge and Skills Framework. This will relate to your work activities; the job you are doing, and the setting, eg in hospital and community, domiciliary, residential care, and the individuals you are working with.

**Values** — the values underpinning this Unit are embedded within the 2009 NHS Code of Conduct for Health Care Support Workers. These are stated in full within the Assessment Strategy and Guidance document for the awards.

**Key Words and Concepts** — a glossary of definitions, key words and concepts used in this Unit is contained in the Assessment Strategy and Guidance document.

In occupational standards it is quite common to find words or phrases used which you will be familiar with, but which, in the detail of the standards, may be used in a very particular way. **You should read the Assessment Strategy and Guidance document before you begin working with the standards and refer to it if you are unsure about anything in the Unit.**

**Specific Evidence Requirements for the Unit**

**It is essential that you adhere to the Evidence Requirements for this Unit**

<b>SPECIFIC EVIDENCE REQUIREMENTS FOR THIS UNIT</b>
<b>Simulation:</b>
<ul style="list-style-type: none"> <li>◆ Simulation is <b>NOT</b> permitted for any part of this Unit.</li> <li>◆ <b>The following forms of evidence ARE mandatory:</b></li> <li>◆ <b>Direct Observation:</b> Your assessor or expert witness must observe you in real work activities. Their confirmation of your practice will provide evidence for a significant amount of the performance criteria in this Unit. <b>For example</b>, how you were able to keep a safe distance in a violent or potentially violent situation and how you maintained a calm approach to the situation.</li> <li>◆ <b>Professional discussion:</b> Describes your actions in a particular situation and reflect on the reason(s) why you practice that way. <b>For example</b>, how you worked with individuals to de-escalate a situation how you learned what to do and why the skills you learned are important. You will also have to describe when you would seek help and state what your agency policy and procedures are.</li> </ul>
<b>Competence of performance and knowledge could also be demonstrated using a variety of evidence from the following:</b>
<ul style="list-style-type: none"> <li>◆ <b>Reflective Account:</b> These are written pieces of work which allow you to reflect on the course of action you took in a specific situation to identify any learning from the piece of work and to describe what you might do differently in the light of your new knowledge.</li> <li>◆ <b>Questioning/professional discussion:</b> May be used to provide evidence of knowledge, legislation, policies and procedures which cannot be fully evidenced through direct observation or reflective accounts. In addition your assessor/mentor or expert witness may also ask questions to clarify aspects of your practice.</li> <li>◆ <b>Expert Witness:</b> A designated expert witness, eg a senior member of staff, may provide a direct observation of your practice, or record a professional discussion they have held with you on a specific piece of practice.</li> <li>◆ <b>Witness Testimony:</b> Can be a confirmation or authentication of the activities described in your evidence which your assessor or mentor has not seen.</li> <li>◆ <b>Products:</b> These can be any record that you would normally use within your normal role, eg you should not put confidential records in your portfolio; they can remain where they are normally stored and be checked by your assessor and internal verifier.</li> <li>◆ <b>Prior Learning:</b> You may be able to use recorded prior learning from a course of training you have attended within the last two years. Discussion on the relevance of this should form part of your assessment plan for each Unit.</li> <li>◆ <b>Simulation:</b> There may be times when you have to demonstrate you are competent in a situation that does not arise naturally through your work role, eg dealing with violent or abusive behaviour. The Evidence Requirements in each Unit provide specific guidance regarding the use of simulation.</li> </ul>
<b>GENERAL GUIDANCE</b>
<ul style="list-style-type: none"> <li>◆ Prior to commencing this Unit you should agree and complete an assessment plan with your assessor which details the assessment methods you will be using, and the tasks you will be undertaking to demonstrate your competence.</li> <li>◆ Evidence must be provided for ALL of the performance criteria, ALL of the knowledge.</li> <li>◆ The evidence must reflect the policies and procedures of your workplace and be linked to current legislation, values and the principles of best practice within the Health Care sector. This will include the National Service Standards for your areas of work.</li> <li>◆ All evidence must relate to your own work practice.</li> </ul>

**KNOWLEDGE SPECIFICATION FOR THIS UNIT**

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

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

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

<b>You need to show that you know, understand and can apply in practice:</b>	<b>Enter Evidence Numbers</b>
<b>Values</b>	
1 The importance of showing respect for people, their property and rights and how to do so.	
2 How to avoid behaviour of language that may indicate you are being discriminatory or oppressive.	
<b>Legislation and organisational policy and procedures</b>	
3 Your legal duties for ensuring your well-being, safety and health in the workplace as explained by relevant legislation pertaining to health and safety at work.	
4 Your job role, responsibilities and limitations.	
5 Your organisation’s procedures in regard to dealing with violent behaviour.	
<b>Theory and practice</b>	
6 Your own capabilities and limitations in terms of protecting yourself in potentially violent situations.	
7 When it is appropriate and possible to maintain a safe distance and avoid physical contact.	
8 How to interpret simply body language and the importance of acknowledging other people’s personal space.	
9 The importance of remaining alert to <b>triggers of violent behaviour.</b>	
10 The importance of planning how you will leave a situation if there is a physical risk including identifying where the nearest exit routes are.	
11 The main signs that a situation could escalate to violent behaviour and how to recognise these.	
12 The point at which to leave the scene of the incident, seek help and safe techniques for leaving the situation.	
13 The types of constructive behaviour you can use to calm situations.	
14 The importance of having the opportunity to talk to someone about the incident afterwards.	
15 The reports that have to be made and the records that have to be kept about a potential or actual incident of violence.	

## DK4L 04 (HSC232) Protect yourself from the risk of violence at work

### Element HSC232.1 Help to de-escalate a potentially violent situation

Performance Criteria		DO	RA	EW	Q	P	WT	PD
		1	You maintain a calm, reassuring and professional attitude towards those presenting unacceptable behaviour.					
2	You maintain a safe distance to avoid physical contact if possible.							
3	You communicate with those presenting unacceptable behaviour in a way that: (a) shows respect for them, their property and their rights (b) is free from discrimination and oppressive behaviour							
4	You keep the situation under review and act appropriately which ensures the immediate safety of: (a) yourself (b) other persons in the vicinity (c) the <b>service-user</b>							
5	You take constructive action to defuse the situation which will: (a) not make the situation worse (b) be consistent with your organisation's policy and procedures and your legal responsibilities							
6	Where you are unable to calm the situation down request assistance promptly if it is appropriate and feasible.							
7	You look for opportunities to end contact with the service-user and leave the situation if the <b>risk of violence</b> looks set to escalate.							
8	If appropriate, you explain clearly to the persons involved: (a) what you will do (b) what they should do and (c) the likely consequences if the situation continues							
9	You leave the scene of the incident if the threat of your own safety and that of other people is too great, minimising the risk of injury to yourself and other people as you leave.							

## DK4L 04 (HSC232) Protect yourself from the risk of violence at work

### Element HSC232.2 Review the incident for recording and monitoring purposes

Performance Criteria		DO	RA	EW	Q	P	WT	PD
1	You review the sequence of events leading up to the incident.							
2	You discuss with <b>relevant persons</b> whether organisational procedures helped or hindered the incident.							
3	You complete records in accordance with organisational requirements about: (a) your actions at the time of the incident (b) the circumstances and severity of the incident (c) the measures taken to protect yourself and other people (d) action taken to try to calm the situation down							
4	You look through the organisation's and your own risk assessment relevant to your activities and assess its adequacy for dealing with similar incidents.							
5	You make recommendations to reduce the risk of further similar incidents to relevant persons which will make you and other people feel safer and identify areas where you would benefit from training.							
6	You contribute to good practice by sharing relevant non-confidential information with other people in similar job roles which could help reduce incidents of violence.							
7	You make use of available support and advice to help alleviate any incident-related health problems.							

DO = Direct Observation

EW = Expert Witness

PD = Professional Discussion

RA = Reflective Account

P = Product (Work)

Q = Questions

WT = Witness Testimony

*To be completed by the candidate*

**I SUBMIT THIS AS A COMPLETE UNIT**

Candidate's name: .....

Candidate's signature: .....

Date: .....

*To be completed by the assessor*

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

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

Assessor's name: .....

Assessor's signature: .....

Date: .....

**Assessor/Internal verifier feedback**

*To be completed by the internal verifier if applicable*

***This section only needs to be completed if the Unit is sampled by the internal verifier***

Internal verifier's name: .....

Internal verifier's signature: .....

Date: .....