

**Elements of competence**

HSC384.1	Prepare individuals to cope with bereavement
HSC384.2	Support individuals through their bereavement
HSC384.3	Support individuals to manage changes due to bereavement

**About this Unit**

For this Unit you will be required to prepare and support individuals to cope with bereavement.

**Scope**

The scope is here to give you guidance on possible areas to be covered in this Unit. The terms in this section give you a list of options linked with items in the performance criteria. You need to provide evidence for any option related to your work area.

**Communicate** 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.

**Key people** include: family; friends; carers; others with whom the individual has a supportive relationship.

**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.

Your **knowledge and understanding** for this Unit will relate to legal requirements and codes of practice applicable to the scope of your work and others with whom you work; the nature of the work you are undertaking; your role and level of responsibility within your organisation (eg whether you have responsibility to support the work of others); the individuals, key people<sup>1</sup> and others with whom you are required to work and the degree of autonomy you have for the management of your own work activities.

**Values underpinning the whole of the Unit**

The values underpinning this Unit have been derived from the key purpose statement<sup>2</sup>, the statement of expectations from carers and people receiving services, relevant service standards and codes of practice for health and social care in the four UK countries. If you are working with children and young people they can be found in the principles of Care Unit HSC34. If you are working with adults they can be found in HSC35. To achieve this Unit you must demonstrate that you have applied the principles of care outlined in either Unit HSC34 or HSC35 in your practice and through your knowledge.

**Evidence Requirements for the Unit**

**It is essential that you adhere to the Evidence Requirements for this Unit – please see details overleaf.**

<sup>1</sup> If you are working with children and young people the term 'individuals' covers children and young people and 'key people' covers parents, families, carers, friends and others with whom the child/young person has a supportive relationship

<sup>2</sup> The key purpose identified for those working in health and social care settings is "to provide an integrated, ethical and inclusive service, which meets agreed needs and outcomes of people requiring health and/or social care"

<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> </ul>
<b>The following forms of evidence ARE mandatory:</b>
<ul style="list-style-type: none"> <li><b>Direct Observation:</b> Your assessor or an expert witness must observe you in real work activities which provide evidence for some of the performance criteria for most of the elements in this unit. As this is a sensitive area of work, the observations are more likely to be about your planning with other colleagues, or passing on information at team meetings, or organising resources for the bereaved individual etc. It would be inappropriate to observe one-to-one conversations unless they occur naturally.</li> <li><b>Reflective Account/professional discussion:</b> These will be a description of your practice in particular situations with individuals coping with bereavement. These accounts should include how you communicated sensitively and knowledgeably, offering emotional support as well a practical suggestions.</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>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 the assessor/expert witness may also ask questions to clarify aspects of your practice.</li> <li><b>Expert Witness:</b> A designated expert witness may provide direct observation of practice, questioning, professional discussion and feedback on reflective accounts.</li> <li><b>Witness testimony:</b> Can be a confirmation or authentication of the activities described in your evidence which your assessor has not seen. This could be provided by a work colleague or service user.</li> <li><b>Products:</b> These might be: Diary evidence of day to day practice, care plans or case notes for individuals, detailing plans and programmes to help them cope with change, or suggested resources they could use. You need not put confidential records in your portfolio, they can remain where they are normally stored and be checked by your assessor and internal verifier. If you do include them in your portfolio they should be anonymised to ensure confidentiality.</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 and the parts of the scope that are relevant to your job role.</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 Care Sector. This will include the National Service Standards for your areas of work and the individuals you care for.</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 Legal and organisational requirements on equality, diversity, discrimination, <b>rights</b> , confidentiality and sharing of information when supporting individuals through bereavement.	
2 How to provide <b>active support</b> 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 communicate their own decisions about their lives, actions and risks when supporting them through bereavement.	
3 Dilemmas between individuals’ rights and their responsibilities for their own care and protection and your role and responsibilities in supporting individuals through bereavement.	
4 How the impact of culture, religion, personal beliefs, preferences, stage of development and previous experiences of loss may affect an individual’s approach to bereavement.	
<b>Legislation and organisational policy and procedures</b>	
5 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 through bereavement.	
6 Current local, UK legislation and organisational requirements, procedures and practices for: (a) data protection, including recording, reporting, storage, security and sharing of information (b) risk assessment and management (c) supporting individuals through bereavement	
7 Practice and service standards relevant to your work setting for supporting individuals through bereavement.	
8 The purpose of, and arrangements for, your supervision when working with and supporting individuals through bereavement.	
<b>Theory and practice</b>	
9 How and where to access information and support that can inform your practice about supporting individuals who are bereaved.	
10 How you can access, review and evaluate information about dealing with bereavement generally, and for the specific individuals with whom you are working.	
11 Theories relevant to the individuals with whom you work, about grief and mourning.	

12	Social and psychological factors that can affect people's response to bereavement and how they cope with it.	
13	How power and influence can be used and abused when supporting individuals through bereavement.	
14	The role of key people, social networks and communities in supporting individuals through bereavement.	
15	How to work in partnership with individuals, key people and those within and outside your organisation, to support individuals through bereavement.	
16	The extra support you may need and how to access it for individuals and key people, who are having difficulties adjusting to the bereavement.	
17	How to work with and resolve conflicts that you are likely to meet.	
18	How to work with the family and friends to address practical issues and how they may be affected by the individual's loss.	
19	How to communicate and work with individuals, key people and others when they are stressed and distressed.	
20	How to support individuals and key people: <ul style="list-style-type: none"> <li>(a) through the process of grieving and mourning the deceased person</li> <li>(b) to cope with the likely impact of the bereavement on their lives</li> <li>(c) to deal with issues that are likely to arise</li> </ul>	

**HSC384.1 Prepare individuals to cope with bereavement**

Performance criteria		DO	RA	EW	Q	P	WT
		1	You seek and access information and support to help you understand, deal and cope with the likely consequences of the <b>individuals</b> being told about bereavement.				
2	You contribute to identifying the most suitable time and place to tell the individuals about the bereavement, within your own role and responsibility.						
3	You take action to ensure that individuals are in an appropriate place which allows them privacy, when they first hear about the bereavement.						
4	You support individuals to understand information about the bereavement and any procedures that will follow.						
5	You take appropriate action to prepare individuals to deal with procedures that will follow the bereavement.						
6	You check individuals have understood information about the bereavement and procedures that will follow and clarify any misunderstandings.						
7	You seek and access additional support for individuals where you are unable to provide appropriate support.						

**HSC384.2 Support individuals through their bereavement**

Performance criteria		DO	RA	EW	Q	P	WT
		1	You work with individuals to enable you to understand their thoughts, feelings and distress and to help them through the bereavement and mourning.				
2	You allow the individuals private time to adjust to the bereavement, taking account of any <b>risks</b> to the individuals.						
3	You support individuals to communicate their feelings and concerns about the bereavement and mourning.						
4	You observe changes to individuals that are not normally found with bereavement and mourning, and that may give cause for concern.						
5	You work with individuals to carry out their normal daily functions, supporting them when they get distressed.						

DO = Direct Observation  
EW = Expert Witness

RA = Reflective Account  
P = Product (Work)

Q = Questions  
WT = Witness Testimony

**HSC384.2 Support individuals through their bereavement (cont)**

Performance criteria		DO	RA	EW	Q	P	WT
6	You seek additional support for yourself and individuals where you are unable to respond to the individuals' needs.						
7	You work with the individuals, <b>key people</b> and <b>others</b> to identify whether the individuals need additional or specialist support and who will take responsibility for doing this.						

**HSC384.3 Support individuals to manage changes due to bereavement**

Performance criteria		DO	RA	EW	Q	P	WT
1	You work in ways that are sensitive to the individuals' distress, grief and mourning.						
2	You support individuals to: <ul style="list-style-type: none"> <li>(a) communicate and explore their experience of bereavement and mourning, taking into account their preferences and beliefs</li> <li>(b) understand any changes that might have to be made because of the bereavement</li> <li>(c) identify their needs and preferences regarding their options for change due to the loss and bereavement</li> <li>(d) deal with any changes positively, encouraging them to recognise and focus on their strengths and building towards the future</li> <li>(e) access additional and specialist support when this is needed</li> </ul>						
3	You work with others to ensure that appropriate support is available to the key people to help them to adjust to and support the individuals' bereavement.						
4	You deal sensitively with conflicts and differences of opinions from all concerned.						
5	You check the individuals' understanding of the changes that need to be made and how these will effect them, key people and others.						

DO = Direct Observation  
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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: .....