

DK8C 04 (HSC382) Support individuals to prepare for, adapt to and manage change

Elements of competence

HSC382.1	Support individuals to prepare for change
HSC382.2	Support individuals and key people to cope with and manage change
HSC382.3	Support individuals to review the methods they have used to manage change

About this Unit

For this Unit you will be expected to support individuals to prepare for, adapt to, and manage change.

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.

Change might be in relation to: changing environments (eg ward to ward; hospital to home; home or hospital to residential care) changing physical and/or mental conditions and functioning; sudden disability.

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 people¹ 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 statement², 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.

¹ 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

² 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”

SPECIFIC EVIDENCE REQUIREMENTS FOR THIS UNIT
Simulation:
<ul style="list-style-type: none"> Simulation is NOT permitted for any part of this unit.
The following forms of evidence ARE mandatory:
<ul style="list-style-type: none"> Direct Observation: Your assessor or an expert witness must observe you in real work activities which provide evidence for a significant amount of the performance criteria for most of the elements in this unit. You could be observed, for example at a staff meeting describing the needs of an individual whom you are supporting through a change process, in order to ensure there is a team approach, and that everyone is aware of potential risks. You could also be observed (if not intrusive to the individual) drawing up a plan of action with an individual in order to make the change – planned or unplanned, as easy as possible. Reflective Account/professional discussion: These will be a description of your practice in particular situations showing how you supported individuals to prepare for change. This could be – for example, a description of how you used your communication skills to allow an individual to express their hopes and anxieties about change and/or what plan you put in place, with their agreement, to make coping easier. You must also be able to describe how you worked with a network of other staff, and other services and facilities to help the process.
Competence of performance and knowledge could also be demonstrated using a variety of evidence from the following:
<ul style="list-style-type: none"> Questioning/professional discussion: May be used to provide evidence of knowledge, legislation, policies and procedures which cannot be fully evidenced through direct observation or reflective accounts. Knowledge of risk factors in relation to the change process should be clear. In addition the assessor/expert witness may also ask questions to clarify aspects of your practice. Expert Witness: A designated expert witness may provide direct observation of practice, questioning, professional discussion and feedback on reflective accounts. Witness testimony: 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. Products: These can be reviews and records of care plans and activities, diary evidence of day to day practice, minutes of meetings. 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.
GENERAL GUIDANCE
<ul style="list-style-type: none"> 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. 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. 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. All evidence must relate to your own work practice.

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.

You need to show that you know, understand and can apply in practice:	Enter Evidence Numbers
Values	
1 Legal and organisational requirements on equality, diversity, discrimination, rights , confidentiality and sharing of information when supporting individuals and key people to manage and cope with change.	
2 How to provide active support 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 managing and coping with change.	
3 Dilemmas between individuals’ rights and their responsibilities for their own care and protection, the rights and responsibilities of key people and your role and responsibilities in supporting individuals to manage and cope with change.	
Legislation and organisational policy and procedures	
4 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 and key people to manage and cope with change.	
5 Current local, UK legislation and organisational requirements, procedures and practices for: (a) data protection, including recording, reporting, storage, security and sharing of information (b) health and safety (c) risk assessment and management (d) protecting individuals from danger, harm and abuse (e) supporting individuals and key people to manage and cope with change (f) working with others to provide integrated services	
6 Practice and service standards relevant to your work setting and for supporting individuals and key people to manage and cope with change.	
7 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.	

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You need to show that you know, understand and can apply in practice:	Enter Evidence Numbers
Theory and practice	
8 How and where to access information and support that can inform your practice about supporting people to manage and cope with change.	
9 How you can access, review and evaluate information about managing change generally, and for specific individuals.	
10 Government reports, inquiries and research relevant to the individuals and key people managing and coping with change.	
11 Theories relevant to the individuals with whom you work, about: (a) aspects of human growth and development and how these can affect and be affected by change (b) identity, self-esteem and self-image and how this can be affected by change generally, and for specific individuals	
12 Social and psychological factors that can affect people’s response to and management of change.	
13 How power and influence can be used and abused when supporting individuals to manage change.	
14 Actions and conditions that might enhance and inhibit individuals’ ability to manage and cope with change.	
15 Role of relationships and social networks in supporting individuals to cope with and manage change.	
16 Methods of: (a) working with individuals to understand the process of change and its likely impact on their lives and those of key people (b) promoting individuals’ strengths and those in their networks as key resources for achieving change (c) 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 (d) planning and implementing incremental and radical change in individuals’ lives and its impact on key people and others (e) working with individuals when the changes are forced upon them (f) working with families and networks to maintain support and cope with change (g) planning, monitoring, review and evaluation that are participative	
17 Issues likely to arise when supporting individuals to cope with and manage change and how to support the individuals to deal with these.	
18 How to work in partnership with individuals, key people and those within and outside your organisation to enable individuals and key people to cope with and manage change.	
19 The extra support you may need and how to access it for individuals and key people who are having difficulties adjusting to the change(s).	

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HSC382.1 Support individuals to prepare for change

Performance criteria		DO	RA	EW	Q	P	WT
		1	You provide active support to enable individuals and key people to identify and communicate: (a) any changes that have taken place or are about to take place and the impact they have had/may have on their lives (b) their preferences associated with the change (c) any methods they can use or need to develop to cope with and manage the change (d) identify any risks associated with the change				
2	You identify with individuals and key people the expertise and experience they have and that which is available within their own support groups to enable them to prepare for the change.						
3	You actively support individuals to identify and communicate any additional resources, support or expertise they need to adapt to and manage the change.						
4	You support individuals, key people and others to identify any risks associated with the individuals' preferred options to deal with the change.						
5	You work with individuals, key people and others to plan how they will deal with and manage the change and any associated risks, agreeing how the processes and outcomes will be monitored and reviewed.						

HSC382.2 Support individuals and key people to cope with and manage change

Performance criteria		DO	RA	EW	Q	P	WT
		1	You support individuals and key people to identify: (a) changes in the individuals' requirements (b) the implications and impact of the changes, including risks				

DO = Direct Observation
EW = Expert Witness

RA = Reflective Account
P = Product (Work)

Q = Questions
WT = Witness Testimony

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HSC382.2 Support individuals and key people to cope with and manage change (cont)

Performance criteria		DO	RA	EW	Q	P	WT
		2	You work with individuals, key people and others to assess the need for information and support to enable individuals and key people to adapt to the change.				
3	You access information and support to enable individuals and key people to cope with and manage the change.						
4	You work with individuals, key people and others to identify the expertise they bring and the activities for which you and they will be responsible.						
5	You support individuals and key people to communicate their fears, anxieties and concerns when going through the change.						
6	You provide active support, practical information and advice to support individuals and key people to cope with change.						
7	You work with individuals, key people and others to agree activities, resources, services and support that would enable them to cope better and respond to the changes.						
8	You seek additional expertise and support when you are unable to meet the needs of individuals and key people.						

HSC382.3 Support individuals to review the methods they have used to manage change

Performance criteria		DO	RA	EW	Q	P	WT
		1	You support and encourage individuals to identify and agree: (a) how they should be involved in reviewing the methods used and processes involved in managing change (b) who and how others should be involved in the review process (c) how you will work with them to review the processes and outcomes				

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HSC382.3 Support individuals to review the methods they have used to manage change (cont)

Performance criteria		DO	RA	EW	Q	P	WT
		2	You support individuals to identify where there have been positive changes in their well-being and where there are concerns.				
3	You work with others involved in the management of change to identify positive and negative aspects of the process and outcomes.						
4	You work with individuals, key people and others to carry out your responsibilities in the review.						
5	You contribute to identifying any adjustments that need to be made to the activities, resources, services and support provided, that have arisen from the review.						
6	You report and record the effectiveness of the plans, activities, procedures, services and support used, to enable individuals and key people to manage change, within confidentiality agreements and according to legal and organisational requirements.						

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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: