

## **DK8G 04 (HSC344) Support individuals to retain, regain and develop the skills to manage their lives and environment**

### **About this Unit**

This standard covers supporting individuals to retain, regain and develop skills to manage their lives and environment.

This involves supporting individuals to identify the skills they need to manage their lives and environment, supporting individuals to retain, regain and develop the identified skills, and supporting individuals to evaluate the use of the skills in managing their lives and environment.

Users of this standard will need to ensure that practice reflects up to date information and policies.

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.**

**DK8G 04 (HSC344) Support individuals to retain, regain and develop the skills to manage their lives and environment**

**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> </ul>
<ul style="list-style-type: none"> <li>◆ <b>The following forms of evidence ARE mandatory:</b></li> </ul>
<ul style="list-style-type: none"> <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>, your assessor might observe you supporting individuals to carry out activities in ways that promote safety, involvement and confidence of individuals.</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>, your assessor might ask you to explain with an example from practice, why it is important to recognize success and give constructive feedback to individuals.</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>

**DK8G 04 (HSC344) Support individuals to retain, regain and develop the skills to manage their lives and environment**

**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>
1 A working knowledge of legal and organisational requirements on equality, diversity, discrimination, rights, confidentiality and sharing of information when supporting individuals to retain, regain and develop the skills to manage their lives and environment.	
2 A working knowledge of 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 supporting them to retain, regain and develop the skills to manage their lives and environment.	
3 A working knowledge of the rights of carers to be supported in the caring role.	
4 A working knowledge of dilemmas between the individual's 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 retain, regain and develop the skills to manage their lives and environment.	
5 A working knowledge of how to work in partnership with individuals, key people and those within and outside your organisation to enable individuals to retain, regain and develop the skills to manage their lives and environment.	
6 A working knowledge of how to deal with and challenge discrimination when supporting individuals to retain, regain and develop the skills to manage their lives and environment.	
7 A working knowledge of 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 to retain, regain and develop the skills to manage their lives and environment.	

**DK8G 04 (HSC344) Support individuals to retain, regain and develop the skills to manage their lives and environment**

<b>You need to show that you know, understand and can apply in practice:</b>	<b>Enter Evidence Numbers</b>
<p>8 A working knowledge of current local, National and European legislation and organisational requirements, procedures and practices for:</p> <ul style="list-style-type: none"> <li>(a) data protection, including recording, reporting, storage, security and sharing of information</li> <li>(b) health and safety</li> <li>(c) risk assessment and management</li> <li>(d) protecting individuals from danger, harm and abuse</li> <li>(e) supporting the personal care of individuals</li> <li>(f) the storage, handling and preparation of food</li> <li>(g) the management of risk from infection</li> <li>(h) supporting individuals to retain, regain and develop the skills to manage their lives and environment</li> <li>(i) working with others to provide integrated services</li> </ul>	
<p>9 A working knowledge of how to access records and information on the needs, views and preferences of individuals about their skills, abilities and capabilities to manage their lives and environment.</p>	
<p>10 A working knowledge of how and where to access information and support that can inform your practice when supporting individuals to retain, regain and develop the skills to manage their lives and environment.</p>	
<p>11 A working knowledge of how you can access, review and evaluate information about the training you need to use aids and equipment and to train others in their use.</p>	
<p>12 A working knowledge of government reports, inquiries and research relevant to supporting individuals to retain, regain and develop the skills to manage their lives and environment.</p>	
<p>13 A working knowledge of theories relevant to the individuals with whom you work, about:</p> <ul style="list-style-type: none"> <li>(a) aspects of human growth and development and how these can affect and be affected by individuals' skills and abilities to manage their lives and environment</li> <li>(b) retaining, regaining and developing skills to manage their lives and environment can affect individuals' sense of identity, their self-esteem and their self-image</li> </ul>	
<p>14 A working knowledge of how power and influence can be used and abused when supporting individuals to retain, regain and develop the skills to manage their lives and environment.</p>	
<p>15 A working knowledge of the role of relationships and support networks in promoting the well-being of the individuals with whom you work.</p>	
<p>16 A working knowledge of factors that affect the health, well-being, behaviour, skills, abilities and development of individuals with whom you are working.</p>	
<p>17 A working knowledge of conditions and issues you are likely to face in your work with individuals and key people and how to work with, and resolve conflicts that you are likely to meet.</p>	
<p>18 A working knowledge of how to support, encourage and motivate individuals who are stressed and distressed.</p>	

**DK8G 04 (HSC344) Support individuals to retain, regain and develop the skills to manage their lives and environment**

19	A working knowledge of how to work in partnership with individuals, key people and those within and outside your organisation to support individuals to retain, regain and develop the skills to manage their lives and environment.	
20	A working knowledge of the impact of illness and impairment on the daily living and working lives of individuals, their families and others.	
21	A working knowledge of how to assess, manage and meet the individual's needs and preferences for managing their lives and environment.	
22	A working knowledge of how to assess needs and access training, aids, equipment and the resources to carry out the agreed Outcomes.	

**DK8G 04 (HSC344) Support individuals to retain, regain and develop the skills to manage their lives and environment**

Performance Criteria		DO	RA	EW	Q	P	WT	PD
		1	Work with others to identify possible options for individuals and any risks that have to be managed.					
2	Encourage and support individuals to communicate their needs, preferences and beliefs about the skills they require to manage their lives and environment							
3	support the individuals and key people to Identify the individuals' current skills and abilities and how these can be built upon to enable them to manage their lives and environment more effectively.							
4	Support individuals to identify and communicate their needs and priorities in terms of the skills they need to manage their lives in the short and medium term.							
5	Identify skills that need to be developed for which they would need additional and/or specialist support.							
6	Where special procedures and equipment are required for assessment, you communicate to individuals what this involves.							
7	Agree with individuals, key people and others the skills individuals need to enable them to manage their lives and environment.							
8	Provide active support which enables individuals to take as much responsibility as possible for developing new skills, regaining and retaining former skills, and using to the full, current skills and abilities.							
9	Agree goals with individuals that will enable them to work at their own pace to acquire, regain and retain skills essential to their daily living.							
10	Identify appropriate methods that will enable individuals to build on their strengths when developing, regaining and retaining skills that are important to their daily living.							
11	Support individuals and key people to select methods which are most likely to enable them to make progress.							
12	Check the safety and efficiency of any equipment and materials, before, whilst they are in use and after use.							

**DK8G 04 (HSC344) Support individuals to retain, regain and develop the skills to manage their lives and environment**

Performance Criteria	DO	RA	EW	Q	P	WT	PD
	13 Support individuals to carry out activities in ways that promote the safety, involvement and confidence of individuals, adhering to any cultural and spiritual beliefs and preferences.						
14 Recognise success and give constructive feedback to individuals.							
15 Modify approaches if individuals become distressed, are in pain or communicate their wish to stop or amend the activity.							
16 Seek advice and support from others where: (a) any safety issues have arisen (b) conflict have occurred between you and individuals or key people (c) the individual does not want to continue (d) the individual is distress or in pain							
17 Work with individuals, key people and others to agree the criteria for evaluating the effectiveness of the activity and methods used.							
18 Work with individuals, key people and others to assess their progress and highlight where extra support is needed.							
19 Work with individuals and others to review the individual's future needs.							
20 Work with individuals and others to identify new skills which individuals need to acquire to meet changing needs and circumstances.							
21 Agree with the individuals, key people and others how new skills needs will be identified in the future.							
22 Work with others to ensure a co-ordinated approach is used to identify and meet the individuals' short, medium and long term needs.							
23 Record and report on actions, processes and outcomes, within confidentiality agreements and according to legal and organisational requirements.							

DO = Direct Observation  
EW = Expert Witness  
PD = Professional Discussion

RA = Reflective Account  
P = Product (Work)

Q = Questions  
WT = Witness Testimony

**DK8G 04 (HSC344) Support individuals to retain, regain and develop the skills to manage their lives and environment**

*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: .....