



Higher National Unit specification

General information for centres

Unit title: Health and Social Care: Supervise the Protection of People

Unit code: F6CW 34

Unit purpose: The Unit is designed to enable candidates to understand and apply within their supervisory role, policies procedures and best practice related to the protection of people. They will also demonstrate their understanding of the supervisor's contribution to caring for people under current Health and Safety legislation and compliance. They will develop their understanding of methods and skills which can be used in the supervision of staff to assist them in the assessment and management of risks to individual's health and wellbeing.

On completion of the Unit the candidate should be able to:

- 1 Promote and monitor compliance in relation to policies, procedures and best practice relevant to the assessment of risk, safe working practices and safeguarding.
- 2 Understand and develop methods and skills used to supervise staff to assess and manage risks to health and wellbeing.

Credit points and level: 1 HN credit at SCQF level 7: (8 SCQF credit points at SCQF level 7*)

**SCQF credit points are used to allocate credit to qualifications in the Scottish Credit and Qualifications Framework (SCQF). Each qualification in the Framework is allocated a number of SCQF credit points at an SCQF level. There are 12 SCQF levels, ranging from Access 1 to Doctorates.*

Recommended prior knowledge and skills: It is anticipated that candidates will be employed, paid or voluntary within an organisation in a care setting. Ideally they will be in a supervisory role as a senior/first line manager.

It is recommended that candidates have appropriate experience within the care sector and good communication skills. This could be evidenced by a qualification at SCQF level 5 or above.

Core Skills: There are opportunities to develop the Core Skills of *Communication, Problem Solving, Information Technology* and *Working with Others* at SCQF level 6 in this Unit, although there is no automatic certification of Core Skills or Core Skills components. It is not anticipated that the Core Skill of *Numeracy* will be included in the learning or assessment for this Unit.

Context for delivery: If this Unit is delivered as part of a Group Award, it is recommended that it should be taught and assessed within the subject area of the Group Award to which it contributes.

It could also be delivered as stand-alone and could be useful as part of a professional development programme.

General information for centres (cont)

Assessment: This Unit may be integrated with the other Unit from the PDA in Health and Social Care Supervision at SCQF level 7. Alternatively, the Unit may be assessed on a stand alone basis. Further guidance can be found under Assessment Guidelines.

An understanding of both theory, and its relation to practice, are required for all Outcomes. Assessment must therefore include both the requirement to discuss issues, and the opportunity to relate these to practice. Where candidates are already working in supervisory situations, it is recommended that they write about real work situations. If this is not feasible, then case studies can be used.

Higher National Unit specification: statement of standards

Unit title: Health and Social Care: Supervise the Protection of People

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The sections of the Unit stating the Outcomes, knowledge and/or skills, and Evidence Requirements are mandatory.

Where evidence for Outcomes is assessed on a sample basis, the whole of the content listed in the Knowledge and/or Skills section must be taught and available for assessment. Candidates should not know in advance the items on which they will be assessed and different items should be sampled on each assessment occasion.

Outcome 1

Promote and monitor compliance in relation to policies, procedures and best practice relevant to the assessment of risk, safe working practices and safeguarding

Knowledge and/or Skills

- ◆ Supervisory role
- ◆ Person centred planning
- ◆ Codes of practice, legislation and organisational policies
- ◆ Risk, risk management, safeguarding and protecting
- ◆ Recording and reporting risk

Evidence Requirements

Candidates will need to provide evidence to demonstrate their Knowledge and/or Skills by showing that they can:

- ◆ define the supervisory role in promoting person centred care
- ◆ identify supervisory responsibilities in relation to legislation, codes of practice, organisational policy and procedures relevant to the protection from harm and abuse
- ◆ identify and describe two pieces of legislation relating to the safe care of individuals
- ◆ critically evaluate one organisational procedure used to record and report risk

Higher National Unit specification: statement of standards (cont)

Unit title: Health and Social Care: Supervise the Protection of People

Outcome 2

Understand and develop methods and skills used to supervise staff to assess and manage risks to health and wellbeing

Knowledge and/or Skills

- ◆ Values, attitudes in relation to the supervisory role
- ◆ Models of decision making
- ◆ Methods used to monitor risk to health and wellbeing
- ◆ Legislation, policy and guidelines for the assessment of risk, harm and abuse

Evidence Requirement

Candidates will need to provide evidence to demonstrate their knowledge and/or skills by showing that they can:

- ◆ analyse two ways in which values and attitudes affect the supervisory role
- ◆ explain and contrast two models of decision making
- ◆ identify and explain one method used to monitor risk to health and wellbeing
- ◆ identify two pieces of legislation, policy and guidelines for the management of risk, harm and abuse

Assessment Guidelines

- ◆ The Outcomes of this Unit can be assessed on an individual basis. Candidates can be assessed by an analytical case study of 750–1,000 words for each Outcome covering all the Evidence Requirements.
- ◆ The Unit can be assessed holistically. Outcomes 1 and 2 can be assessed together by an analytical case study of 1,500 words covering all the Evidence Requirements.
- ◆ The two Units contributing to the PDA Health and Social Care Supervision at SCQF level 7 can be assessed holistically. Candidates can be assessed by an analytical case study of 3,000 words covering all the Evidence Requirements. For further guidance on the holistic approach to assessment integration opportunities, please refer to the Arrangements Document for this award.

Administrative Information

Unit code: F6CW 34

Unit title: Health and Social Care: Supervise the Protection of People

Superclass category: PM

Original date of publication: August 2008

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History of changes:

Version	Description of change	Date

Source: SQA

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Higher National Unit specification: support notes

Unit title: Health and Social Care: Supervise the Protection of People

This part of the Unit specification is offered as guidance. The support notes are not mandatory.

While the exact time allocated to this Unit is at the discretion of the centre, the notional design length is 40 hours.

Guidance on the content and context for this Unit

This Unit is designed to enable candidates to understand and apply within their supervisory role, policies and procedures and best practice related to the protection of people. They will also demonstrate their understanding of the supervisor's contribution to caring for people under current health and safety legislation, risk management systems including current protection legislation and compliance with regulatory authorities. They will develop their understanding of methods and skills which can be used in the supervision of staff to assist them in the assessment and management of risks to individual's health and wellbeing.

Candidates should be encouraged to explore a range of values and ethical challenges which exist in their professional practice. This should also involve them in a critical appraisal of professional codes of conduct or organisational policies and procedures and the impact of these on service delivery. Ideally some examination should take place of particular dilemmas which they may face in supervising the protection of individuals.

Guidance on the delivery and assessment of this Unit

Outcome 1: Promote and monitor compliance in relation to policies, procedures and best practice relevant to the assessment of risk, safe working practices and safeguarding.

- ◆ Define the supervisory role in promoting person centred care
- ◆ Identify supervisory responsibilities in relation to legislation, codes of practice, organisational policy and procedures relevant to the protection from harm and abuse
- ◆ Identify and describe two pieces of legislation relating to the safe care of individuals
- ◆ Critically evaluate one organisational procedure used to record and report risk

In order to meet the Evidence Requirements for this Outcome the candidate should have a sound understanding of the role and function of a supervisor both in terms of guiding and mentoring staff and in the monitoring of performance. They should look at the Regulation of Care Act and the role of the supervisor in demonstrating compliance.

Candidates should be introduced to methods of setting and measuring performance standards. This could be achieved by a comparative study of how different organisations achieve this. They should also be aware of how standards may be set nationally and also how these might be assessed and verified by statutory bodies. They should demonstrate an ability to work in partnership with service users and other stakeholders to measure and evaluate the effectiveness of delivery of safe care.

Higher National Unit specification: support notes(cont)

Unit title: Health and Social Care: Supervise the Protection of People

Candidates should have the opportunity to explore the concept of risk and to look at the principles of risk management in the field of social care where they work. They should consider the regulations in force in their area of practice with regard to recording and reporting. They should be clear about the need for, and use of, factual information which would meet legal requirements in any report or records relating to individuals. They should also be clear about the need for, and rights of, individuals to know what is recorded about them and how these records will be used. They must also show how all of their means of communications written oral and electronic provides and receives feedback.

They should examine explanations of safeguarding and protection and be aware of current thinking, legislation and codes of practice relating to these.

As their understanding of risk management safeguarding and protecting develops they should begin to consider best practice in relation to their own organisational policies procedures and practice. It is recommended that this be achieved through presentations to the class of scenarios related to real work practice which evidence the pivotal role played by the supervisor in guiding staff and service users in the protection from harm and abuse.

The assessment used will need to allow candidate's to demonstrate their knowledge of the relevant legislation polices and guidelines related to their area of the care sector.

For example

Explain the supervisory role in the protection of individuals from harm and abuse and the importance of adhering to the relevant Codes of Practice and the National Care Standards for their service. Identify and define two areas which are relevant to the protection of individuals from harm and abuse and two pieces of legislation which relate to the safe care of individuals.

Outcome 2: Understand and develop methods and skills used to supervise staff to assess and manage risks to health and wellbeing.

- ◆ Analyse two ways in which values and attitudes affect the supervisory role
- ◆ Explain and contrast two models of decision making
- ◆ Identify and explain one method used to monitor risk to health and wellbeing
- ◆ Identify two pieces of legislation, policy and guidelines for the management of risk, harm and abuse

In order to meet the Evidence Requirements for this Outcome the candidate should fully understand the social care values base and be aware of how their interpersonal skills are pivotal to the role of the supervisor. They should also be able to be clear about risks associated with health and safety in the workplace and risks associated with protection from harm and abuse, and how both relate to the health, wellbeing and protection of individuals.

Candidates should gain a clear picture of their communication skills and how to recognise factors which can affect communication such as use of language, medical conditions, and special circumstances. The importance of values should also be an integral part of this particularly with regard to respect, confidentiality and empathy.

On completion of the Unit, candidates will develop their practice in relation to supervising the management of risk by using theoretical input on models and methods of team working and models of decision making.

Higher National Unit specification: support notes (cont)

Unit title: Health and Social Care: Supervise the Protection of People

Candidates should recognise that it is everyone's responsibility to keep themselves and others safe. The legislation and guidance on the protection of vulnerable adults should inform this aspect of the Unit Outcome.

The assessment used should allow candidate's to demonstrate how they involve staff and individuals who use the service to assess risks to health and wellbeing as well as how they know what the risks are and how they are affected by communication, health, social emotional and cultural needs.

For example

Using an example from practice identify the key areas in the assessment of risks to health and wellbeing. Within this example candidates must explain how they supported others to understand a range of methods used in assessing and managing risk. They must also identify and describe where a joint approach by staff and service users is taken in the protection of people.

Integrated assessment

Where an integrated assessment is used for both the Units in the award it is recommended that this take the form of a case study in which candidates use an example of when they used their supervision skills to undertake a critical analysis of the ability of their service to protect individuals from harm and abuse. They will provide evidence of reading and research related to theories of supervision, risk management, legislation, codes of practice and the implementation of the care standards relevant to their service.

It is anticipated that this could be achieved in approximately 3,000 words.

The following list represents some useful sources of additional reading and research:

Good Practice in Risk Assessment and Risk Management: Hazel Kenshall and Jacki Prichard, Jessica Kingsley, 1997

Professional risk and working with people: David Careson and Andy Bain, Jessica Kingsley, 2008

Supporting You Supporting Others Health and Social Care (Adults) level 4: Kirwin MacLean

Managing Care in Context: Jeanette Henderson, Dorothy Atkinson, Routledge, 2003

Managing Care in Practice: Janet Seyden, Jill Reynolds, Routledge, 2003

Good Practice in Supervision: Jacki Pritchard, Jessica Kingsley, 1995

Making the most of Supervision: Jacky Knappman and Tony Morrison, Pavilion, 2003

Health and Welfare in Contemporary Scotland: G Mooney, T Sweeney A Law, Kynoch & Blaney, 2006

Understanding Social Care: Neil Thompson and Sue Thompson, Russell House Publishing, 2002

Social Care Theory Volumes 1 and 2 Kirwin Maclean 2006-7

Social Care and the Law in Scotland: Kirwin MacLean, updated 2008

Safeguarding adults: Jackie Martin, Russell House Publishing, 2006

Higher National Unit specification: support notes (cont)

Unit title: Health and Social Care: Supervise the Protection of People

Legislation and Policy Documents which may supply relevant information

Changing Lives: Scottish Executive Edinburgh, 2006

Same as You: Scottish Executive, 2000

Risk Management in Mental Health: Mental Health Foundation, 2001

A Safer Place Employee Checklist: Department of Health National Task Force on Violence Against Social Care Staff, 2002

Elder Abuse: House of Commons Health Committee, 2004

Health in Scotland 2002: Scottish Executive

Teaching resources which could be used for class based delivery

Staff Supervision in Social Care: Pavilion: compendium of analysis and advice to supervisors.

Turning Down the Heat: Pavilion: combination of exercises, case studies, role play on coping strategies for dealing with verbal or physical abuse.

This is My Home: Pavilion: video drawing on the results of research into tenant satisfaction suitable for use with groups of staff and tenants.

Some useful web sites include

<http://www.socialworkscotland.org.uk>

<http://www.sssc.uk.com>

<http://www.carecommission.com>

<http://www.scie.org.uk/>

<http://www.scie-socialcareonline.org.uk/>

<http://www.ssk.org.uk>

<http://www.scotland.gov.uk/Topics/Health>

<http://www.newscientist.com/channel/health>

<http://www.mentalhealth.org.uk/welcome/>

<http://member.goodpractice.net/SS-KS/resources/leading-people.gp>

Opportunities for developing Core Skills

There are opportunities to develop the Core Skill(s) of *Communication, Problem Solving, Information Technology* and *Working with Others* at SCQF level 6 in this Unit, although there is no automatic certification of Core Skills or Core Skills components. It is not anticipated that the Core Skill of *Numeracy* will be included in the learning or assessment for this Unit.

Communication (at SCQF level 6): could be evidenced through reporting, assessments and use of effective communication. Communication skills will be practiced and developed through presentations, negotiations and collaborations.

Working with Others (at SCQF level 6): could be evidenced through explanations of the supervision process, team meetings, interactions with other staff involved in the delivery of the service and service users, through negotiations and collaborations.

Higher National Unit specification: support notes (cont)

Unit title: Health and Social Care: Supervise the Protection of People

Problem Solving (at SCQF level 6) could be evidenced through explanations of how the candidate dealt with issues relating to risk and the need to protect individuals from harm and abuse. Problem solving work in their supervisory role with staff, used to develop values and attitudes in line with the codes of practice.

Information Technology (at SCQF level 6): could be evidenced through the use of technology to communicate information internal to the organisation and externally, maintain records and present reports, submit assessment evidence in electronic formats.

Open learning

This Unit is suitable for open learning, provided there is authentication of the candidate's evidence.

An Open Learning Pack has been developed to support the Unit, this will allow candidates to undertake guided reading and research and to complete tasks designed to test their knowledge at intervals throughout as well as assignments to meet the Evidence Requirements for the Unit. An Assessment Exemplar is also available to support the Unit.

Disabled candidates and/or those with additional support needs

The additional support needs of individual candidates should be taken into account when planning learning experiences, selecting assessment instruments, or considering whether any reasonable adjustments may be required. Further advice can be found on our website www.sqa.org.uk/assessmentarrangements

General information for candidates

Unit title: Health and Social Care: Supervise the Protection of People

The Unit is designed to enable you to understand and apply within your supervisory role, policies, procedures and best practice related to the protection of people. You will also demonstrate your understanding of the supervisor's contribution to caring for people under current Health and Safety legislation and compliance with the regulatory requirements. You will develop your understanding of methods and skills which can be used in the supervision of staff to assist them in the assessment and management of risks to individual's health and wellbeing.

There are two Outcomes for this Unit they are:

Outcome 1: Promote and monitor compliance in relation to policies, procedures and best practice relevant to the assessment of risk, safe working practices and safeguarding.

Outcome 2: Understand and develop methods and skills used to supervise staff to assess and manage risks to health and wellbeing.

This Unit is about the knowledge and skills you require in your role as a supervisor in relation to the protection of people. It centres on your work with the team of staff for whom you have some responsibility and looks at how you work with them in the protection of the individuals who use your service from risk, harm and abuse.

You will study the knowledge and skills required of a supervisor in the assessment and management of risk, how to work in ways which ensure the individual receiving care is placed at the centre of all that you and your team do. You will look in detail at the codes of practice, legislation and organisational policies in this area and the requirements for recording and reporting, particularly in relation to incidents of abuse and health and safety. You will consider some of the theory of decision making and have the opportunity to analyse at how values, attitudes and communication skills affect the supervisory role.

The knowledge and skills you gain in this Unit will assist and develop your professional practice and understanding of your own role in relation to the supervision of others.

You will be given opportunities to develop your Core Skills in the following areas although these will not be certificated:

Communication (at SCQF level 6): could be evidenced through reporting, assessments and use of effective communication. Communication skills will be practiced and developed through presentations, negotiations and collaborations.

Working with Others (at SCQF level 6): could be evidenced through explanations of the supervision process, team meetings, interactions with other staff involved in the delivery of the service and service users, through negotiations and collaborations.

Problem Solving (at SCQF level 6) could be evidenced through explanations of how the candidate dealt with issues relating to risk and the need to protect individuals from harm and abuse. Problem solving work in their supervisory role with staff, used to develop values and attitudes in line with the codes of practice.

General information for candidates (cont)

Unit title: Health and Social Care: Supervise the Protection of People

Information Technology (at SCQF level 6): could be evidenced through the use of technology to communicate information internal to the organisation and externally, maintain records and present reports, submit assessment evidence in electronic formats.

This Unit may be integrated with the other Unit from the PDA in Health and Social Care Supervision at SCQF level 7. Alternatively, the Unit may be assessed on a stand alone basis. Assessments methods will be decided by your tutor.

The assessment for the Unit will be based on your learning and on evidence of your practice in your supervisory role. This can be presented in the form of a case study

The recommended assessment for the PDA in Health and Social Care Supervision at SCQF level 7 is an integrated case study of approximately 3,000 words which will allow you to evidence your ability to:

- ◆ Define the supervisory role in promoting person centred care
- ◆ Identify supervisory responsibilities in relation to legislation, codes of practice, organisational policy and procedures relevant to the protection from harm and abuse
- ◆ Identify and describe two pieces of legislation relating to the safe care of individuals
- ◆ Critically evaluate one organisational procedure used to record and report risk
- ◆ Analyse two ways in which values and attitudes affect the supervisory role
- ◆ Explain and contrast two models of decision making
- ◆ Identify and explain one method used to monitor risk to health and wellbeing
- ◆ Identify two pieces of legislation, policy and guidelines for the management of risk, harm and abuse
- ◆ Define own role and function in taking some supervisory responsibility for the work of other staff within a defined structure
- ◆ Use communication systems to support individuals and key people
- ◆ Develop and use communication methods and skills to promote effective practice
- ◆ Describe the supervisory role in securing the resources required to provide the service
- ◆ Work within the relevant legislation, regulation, codes of practice and codes of conduct.
- ◆ Promote relationships respecting team members and recognise conflicts and dilemmas that may occur in the supervisory role.
- ◆ Identify activities roles and responsibilities with individual's skills and development needs
- ◆ Explain the place of supervision within an ethos of continuous improvement and the professional development of team members