

HSC21 Communicate with, and complete records for individuals (Level 2 core)

Elements of Competence

- HSC21a** Work with individuals and others to identify the best forms of communication
- HSC21b** Listen and respond to individuals' questions and concerns
- HSC21c** Communicate with individuals
- HSC21d** Access and update records and reports

About this unit

This unit is for you if you work directly with, and have to communicate with individuals in all types of health and social care settings.

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.

Appropriate people could include: line manager; people responsible for records.

Communication and language needs and preferences include: the individual's preferred spoken language and the use of signs; symbols; pictures; writing; objects of reference; communication passports; other non verbal forms of communication; human and technological aids to communication.

Extra support can include the use of: key people; interpreters; translators; signers; specialist equipment to aid the individual's communication abilities.

Key people cover family, friends, carers and others with whom the individual has a supportive relationship.

Seek information from: colleagues; records; the individual.

Taking appropriate action could include: repeating the message; getting individuals to repeat the message; using alternative forms of communication; seeking and acquiring additional help from key people and/or others within and outside your organisation.

Your **knowledge and understanding** will be specifically related to legal requirements and codes of practice applicable to your job; your work activities; the job you are doing (e.g. domiciliary, residential care, health care, hospital settings) and the individuals you are working with.

Values underpinning the whole of the unit

The values underpinning this unit have been derived from the key purpose statement¹, 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. They can be found in the principles of care unit HSC24. To achieve this unit you must demonstrate that you have applied the principles of care outlined in unit HSC24 in your practice and through your knowledge.

¹ 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"

Key Words and Concepts

This section provides explanations and definitions of the key words and concepts used in this unit. 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. **Therefore, we would encourage you to read this section carefully before you begin working with the standards and to refer back to this section as required.**

Appropriate people	Those people from whom you need to gain permission to access records according to legal and organisational requirements
Active support	Support that encourages individuals to do as much for themselves as possible to maintain their independence and physical ability and encourages people with disabilities to maximise their own potential and independence
Communication and language needs and preferences	Are the individual's needs and preferences in terms of communicating with you, and you communicating with and responding to them
Individuals	The actual people requiring health and care services. Where individuals use advocates and interpreters to enable them to express their views, wishes or feelings and to speak on their behalf, the term individual within this standard covers the individual and their advocate or interpreter
Key people	Are those people who are key to an individual's health and social well-being. These are people in the individual's life who can make a difference to their health and well-being
Rights	The rights that individuals have to: <ul style="list-style-type: none">be respectedbe treated equally and not be discriminated againstbe treated as an individualbe treated in a dignified wayprivacybe protected from danger and harmbe cared for in the way that meets their needs, takes account of their choices and also protects themaccess information about themselvescommunicate using their preferred methods of communication and language

HSC21a Work with individuals and others to identify the best forms of communication

Performance Criteria

You need to show that:

1. you seek information and advice about the **individual's specific communication and language needs and preferences**
2. you confirm with individuals their preferred methods of communication and language and any changes in their needs
3. you review your communication skills to see if they are suitable to meet the needs and preferences of individuals
4. where necessary, you seek extra support to ensure that:
 - you are able to communicate with, and understand the individual's views and wishes
 - the individual is able to communicate with and understand you
5. you record, report and share information about the individual's communication and language needs and preferences, within confidentiality agreements and according to legal and organisational requirements

HSC21b Listen and respond to individuals' questions and concerns

Performance Criteria

You need to show that:

1. you check and take appropriate action to ensure that individuals have the support they need to communicate their views, wishes and preferences
2. you position yourself so that:
 - you can understand what individuals and key people are trying to convey
 - individuals and key people can understand what you have communicated
3. you use appropriate body language, eye contact and methods of listening that actively encourage individuals and key people to communicate
4. you give individuals sufficient time to communicate without interrupting or finishing off their communication
5. you concentrate, listen and respond appropriately when you are communicating with the individuals and key people
6. you respond appropriately to any questions and concerns that individuals and key people have
7. you seek additional advice and support for individual's and key people's questions and concerns that are beyond your competence to deal with

HSC21c Communicate with individuals

Performance Criteria

You need to show that:

1. you support individuals to use their preferred means of communication and language

2. you communicate with individuals and key people at a pace, in a manner, and at a level appropriate to the individuals' understanding, needs and preferences
3. you provide active support to enable individuals to communicate and participate in communications
4. you ensure the focus of the communication is with the individual whilst acknowledging the input from others
5. you adapt your communications:
 - to meet the individual's changing needs and preferences
 - when individuals and key people have difficulty understanding what you want to communicate
6. at the appropriate times within the communication, you:
 - clarify points and check that you understand what is being communicated
 - confirm/check that individuals and key people understand what you are saying
7. you take appropriate action to address any misunderstandings
8. you respect the individual's and key people's rights to confidentiality of information, within legal and organisational procedures
9. you record what you have done, any problems you have had and any outcomes arising from the communications, within confidentiality agreements and according to legal and organisational requirements

HSC21d Access and update records and reports

Performance Criteria

You need to show that:

1. you seek permission from the **appropriate people** to access records where needed
2. you access and complete the correct records according to:
 - confidentiality agreements
 - legal requirements
 - organisational policies, procedures and practices
 - the activities you have undertaken
3. you record or pass on information about the individual's needs and preferences, including those about language and communication
4. you report accurate and sufficient information to the appropriate people, about:
 - any problems you had carrying out the care of individuals and what you did about these
 - any signs and symptoms that indicate changes in the individual's condition and care needs
 - any difficulties you have in accessing and updating records and reports
5. you support individuals to understand why and what you have reported and recorded
6. you ensure the security of access to records and reports according to legal and organisational procedures

Knowledge Specification for the whole of 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 show that you know, understand and can apply in practice:

Values

1. legal and organisational requirements on equality, diversity, discrimination and **rights** when communicating with and completing records and reports about individuals
2. how to provide **active support** to enable individuals to communicate their needs, views and preferences
3. methods and ways of communicating that:
 - support equality and diversity
 - support the rights of people to communicate in their preferred method, media and language
 - are effective when dealing with, and challenging discrimination when communicating with, individuals and key people

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 communicating with and completing records and reports about individuals
5. current local, UK and European legislation, and organisational requirements, procedures and practices for:
 - accessing records and information about an individual's communication and language needs and preferences
 - recording, reporting, confidentiality and sharing information, including data protection
 - communicating with individuals

Theory and practice

6. actions to take when you observe any key changes in the individuals' communication skills and abilities, what they are trying to communicate and their hearing
7. factors that can affect the communication skills, abilities and development of the individuals with whom you are working
8. ways to communicate with the people you work with, how to find out about the individual's communication and language needs, wishes and preferences
9. the importance of:
 - focusing on the individual
 - active listening

space and positioning when communicating
body language and eye contact when communicating
giving individuals sufficient time to communicate
using the individual's preferred means of communication and language
checking that you and the individuals understand what has been
communicated

how to adapt the way you communicate

10. recording and reporting requirements for individuals and for your activities
11. where, why and how to get permissions to access records and reports
12. how to, and why you need to complete records accurately, comprehensively and in ways that can be understood by those who need to access and use the records and reports
13. the reasons for ensuring confidentiality and security of records and reports
14. how to and why you need to share information with individuals, key people and others