

HSC216 Help address the physical comfort needs of individuals (Level 2)

Elements of Competence

HSC216a	Assist in minimising individuals' pain or discomfort
HSC216b	Assist in providing conditions to meet individuals' need for rest

About this unit

For this unit you need to help address individuals' need for physical comfort, in order to achieve this you need to assist in minimising discomfort and help individuals to be able to rest.

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: reporting to your line manager; reporting to a specialist.

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: family; friends; carers; others with whom the individual has a supportive relationship.

Measures to alleviate the individual's pain and discomfort could include: repositioning; adjustments to bedding, heating, lighting or noise; requests for analgesia; use of specialised mattresses; pressure reducing aids.

Methods of minimising individual discomfort can include: massage; yoga; meditation; pharmaceutical.

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, 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 to whom you report any problems/causes for concern 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
Individuals	The actual people requiring health and care services. Where individuals use advocates 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.
Others	Are other people within and outside your organisation that are necessary for you to fulfil your job role
Plan of care	The plan of care will include all aspects of the individual's care needs which need to be adhered to within any setting in which the individual is placed. It addresses the holistic needs of the individual.
Rights	The rights that individuals have to: <ul style="list-style-type: none">• be respected• be treated equally and not be discriminated against• be treated as an individual• be treated in a dignified way• privacy• be protected from danger and harm• be cared for in a way that meets their needs, takes account of their choices and also protects them• access information about themselves• communicate using their preferred methods of communication and language

HSC216a Assist in minimising individuals' pain or discomfort

Performance Criteria

You need to show that,

1. you encourage the **individuals** to express feelings of discomfort or pain and to use self-help methods of control in accordance with their plan of care
2. you observe and monitor individuals' behaviour and conditions in accordance with their **plan of care**
3. you report anything that causes concern to the **appropriate people**
4. you agree with the appropriate people, any information about relief from pain and discomfort that can and should be given to individuals and **key people**
5. you follow organisational procedures and agreements with appropriate people, when supporting individuals and key people to understand the ways pain and discomfort can be managed
6. you assist individuals to be positioned safely, comfortably and in accordance with their plan of care
7. you follow agreed procedures and use agreed measures to alleviate the individual's pain and discomfort
8. you follow organisational procedures and immediately report and accurately record any requests from individuals for further measures to minimise their pain and discomfort
9. you offer appropriate support to other people who may be disturbed by the individual's pain and discomfort

HSC216b Assist in providing conditions to meet individuals' need for rest

Performance Criteria

You need to show that,

1. you support individuals to communicate the level and type of support they need to enable them to rest and sleep
2. you assist individuals to prepare and find a position that is comfortable, assists rest and is consistent with their plan of care
3. you assist individuals to take any agreed measures as part of their preparation for rest
4. you monitor individuals, accurately reporting and recording causes for concern
5. your movements, behaviour and tone of voice promote conditions suitable for rest
6. you take appropriate action when the behaviour and movement of others within the environment does not promote rest
7. you monitor and adjust the aspects of care environment to promote rest
8. you accurately report aspects of the environment which interfere with the individual's rest

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 helping individuals with pain, discomfort, sleep and rest
2. the effects that personal beliefs and preferences may have on the recognition of pain or discomfort and the tolerance of it
3. the way that people's culture, background, personal beliefs and preferences can affect their view of measures to alleviate pain and discomfort and the actions to take when these conflict
4. how to provide **active support** and promote the individual's rights, choices and well-being when supporting them through pain, discomfort, sleep and rest

Legislation and organisational policy and procedures

5. codes of practice and conduct; standards and guidance relevant to your own and the roles, responsibilities, accountability and duties of **others** when supporting individuals with their personal care needs
6. current local, UK and European legislation, and organisational requirements, procedures and practices for:
 - accessing records and information
 - recording, reporting, confidentiality and sharing information, including data protection
 - health, safety, assessing and managing risks associated with supporting individuals with pain, discomfort, sleep and rest
 - the management of pain and discomfort
 - addressing the physical comfort needs of individuals
7. your role in providing restful conditions and the boundaries and limits of the actions which you may take

Theory and practice

8. actions to take when you observe any key changes in the condition and circumstances of individuals with whom you work
9. normal rest patterns and why rest is important for general health and well being
10. the different body positions that are conducive to rest
11. why the individual should be encouraged to express feelings of discomfort and pain
12. why it may be necessary to offer support to others who are affected by the individual's pain and discomfort

13. why information and requests from individuals for additional pain relief should be passed on immediately and the possible consequences of not doing this
14. why it is necessary for some individuals to maintain certain positions even though this may, in the short term, interfere with their rest
15. how to assist individuals to maintain a comfortable position and what this may be for individuals with different needs
16. the range of different methods of minimising individual discomfort and pain