

## **HSC219 Support individuals to manage continence (level 2)**

### **Elements of Competence**

**HSC219a** Support individuals to maintain continence

**HSC219b** Support individuals to use equipment to manage continence

### **About this unit**

For this unit you need to support individuals to maintain continence and to use equipment to enable them to manage continence.

### **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.

**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.

**Continence equipment/management techniques:** pads; toilet facilities; commodes; bedpan; urinal; pelvic exercises.

**Take appropriate action** when continence equipment/management techniques being used appear to be inappropriate or unsuitable. This could include: reporting this to your line manager; referring individuals to an appropriate person for a re-assessment of their needs.

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 statement<sup>1</sup>, 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.

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<sup>1</sup> 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.**

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### **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

### **Others**

Are other people within and outside your organisation that are necessary for you to fulfil your job role

### **Rights**

The rights that individuals have to:

- 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

## **HSC219a** Support individuals to maintain continence

### **Performance Criteria**

You need to show that,

1. you encourage **individuals** to communicate any concerns about their continence needs and functioning and, where possible, highlight any changes
2. you encourage individuals to make regular use of the toilet facilities to help them achieve a pattern of elimination in accordance with the plan of care
3. you monitor and report on the individual's pattern of body waste and any changes that may have occurred
4. you encourage and assist individuals to select and consume food and drink and take prescribed medication to facilitate bowel and bladder action
5. you provide **active support** for individuals that promotes self respect, maximises privacy and is consistent with the plan of care

## **HSC219b** Support individuals to use equipment to manage continence

### **Performance Criteria**

You need to show that,

1. you encourage individuals to use recommended continence equipment, management techniques and clothing
2. you support individuals to manage continence using continence equipment and management techniques correctly
3. you provide continence equipment at a time and place convenient to the individual's needs and circumstances
4. you take appropriate action when the continence equipment and management techniques being used appear to be inappropriate or unsuitable
5. you give individuals the opportunity to dispose of their own used equipment or soiled linen
6. you ensure that equipment and soiled linen is disposed of safely, hygienically and in ways which minimise the risk of cross infection
7. you ensure the environment is clean, fresh and ready for future use
8. you wash your hands and ensure your own cleanliness and hygiene after supporting individuals to use continence equipment and management techniques
9. you encourage and support individuals to promote their personal hygiene whilst managing their continence

## **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 supporting individuals to manage continence
2. the effect which personal beliefs and preferences may have on washing and managing continence
3. how your own values in relation to hygiene and continence might differ from those of individuals and how to deal with this
4. conflicts which might arise between individual choice, good hygiene practices and the individual's plan for their care and how to deal with these situations
5. how to provide active support and promote the individual's rights, choices and well-being when supporting them to manage continence

### **Legislation and organisational policy and procedures**

6. codes of practice and conduct; standards and guidance relevant to your own and the roles, responsibilities, accountability and duties of **others** when supporting individuals to manage continence
7. current local, UK and European legislation, and organisational requirements, procedures and practices for:
  - accessing records
  - recording, reporting, confidentiality and sharing information, including data protection
  - health, safety, assessing and managing risks associated with supporting individuals to manage continence
  - the management of risk from infection
  - working intimately with individuals
  - supporting individuals to manage continence

### **Theory and practice**

8. key changes in the condition and circumstances of individuals which may occur when supporting individuals to manage continence
9. the factors that may contribute to difficulties with continence
10. the effects of diet and mobility on continence
11. the range of options available for the promotion of continence (continence equipment, exercises, life style, environmental factors)
12. why you must exercise sensitivity to the individual's perception of the situation
13. why the individual should be provided with a means of calling for help when using toilet facilities or continence aids

14. the factors that will affect the level of assistance required (e.g. age, medical condition, personal beliefs and preferences etc)
15. actions to take if there are any problems or you have any concerns about the individual
16. the role of others such as continence specialists and how to access specialist advice and support
17. why it is important to maintain your own cleanliness and hygiene prior to, during and following any activities involved in managing continence of individuals