

HSC224 Observe, monitor and record the condition of individuals (Level 2)

Elements of Competence

HSC224a	Observe and monitor individuals' conditions
HSC224b	Record and report changes to the appropriate people
HSC224c	Carry out instructions to meet individuals' changing conditions

About this unit

For this unit you need to follow instructions about observing, monitoring, reviewing and reporting on individuals' conditions.

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.

Observation procedures include: written instructions; oral instructions.

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.**

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 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
Observation procedures	Observation procedures that can and should be an integral part of an individual's plan of care. They cover the timing and type of observations that need to be carried out for individuals
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

HSC224a Observe and monitor individuals' conditions

Performance Criteria

You need to show that,

1. you examine relevant organisational records about **individuals'** conditions to ensure that you understand how this may affect their behaviour and their physical and emotional state
2. you check with appropriate people, records and documents any observations that you are required to make on individuals
3. you follow monitoring and **observation procedures** as required by the organisation and within the **plan of care** for the individual you are observing
4. you ensure that you observe and monitor individuals in a way that avoids causing them concern
5. you observe and monitor the individual's condition to identify:
 - whether their condition is as identified within the plan of care
 - signs and symptoms of change that is not expected
 - serious and immediate changes to the individual's condition
6. you take immediate and appropriate action for changes that raise concerns about the individual's health and social well-being

HSC224b Record and report changes to the appropriate people

Performance Criteria

You need to show that,

1. you identify recording and reporting requirements for individuals
2. you record any changes in an individual's condition according to organisational requirements and those within the individual's plan of care
3. you follow any precise instructions for recording of individuals' conditions that deviates from the normal procedures
4. you clarify with the appropriate people any changes in recording that you are not sure about
5. you record changes, ensuring that all details that are required are completed accurately and according to the organisation's and the individual's recording requirements
6. you report any changes that raise concerns immediately and to the appropriate people

HSC224c Carry out instructions to meet individuals' changing conditions

Performance Criteria

You need to show that,

1. you discuss the outcomes from observations, monitoring and recording with appropriate people
2. you work with appropriate people to identify any changes in the care and support for individuals that might be required in light of the observations

3. you listen to and take note of any instructions that have been given to address the individual's changing needs and condition
4. you clarify and check your understanding of the instructions you have been given
5. you follow the instructions you have been given precisely
6. You report and record the processes and outcomes from changes made within confidentiality agreements, according to legal and organisational requirements and as required by any specific instructions given

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 observing, monitoring and recording the conditions of individuals
2. how to provide **active support** and promote the individual's rights, choices and well-being when observing, monitoring and recording their conditions

Legislation and organisational policy and procedures

3. codes of practice and conduct; standards and guidance relevant to your own and the roles, responsibilities, accountability and duties of **others** when carrying out care plan activities
4. current local, UK and European legislation, and organisational requirements, procedures and practices for:
 - accessing records and information on the specific needs and conditions of individuals
 - recording, reporting, confidentiality and sharing information, including data protection
 - observing, monitoring and recording individuals' conditions according to their plan of care and needs
5. the responsibilities of your manager and others in ensuring that you understand and are correctly observing, monitoring and reporting on individuals' conditions

Theory and practice

6. the reasons for observing, monitoring and recording the conditions of individuals and the possible consequences for the individual, yourself and others if you do not carry out these activities according to instructions
7. different methods of observing and monitoring individuals and recording the results
8. why individuals with particular conditions need to be observed and their observations recorded at specific time and in particular ways
9. actions to take and who to contact if there are key changes in the conditions of individuals
10. the type of changes in individuals that would give rise for concern
11. how to respond to the preferences of individuals if they are in conflict with the activities for which you are responsible
12. how to contribute effectively to team work activities when observing, monitoring and recording on an individual's condition