

## **HSC226 Support individuals who are distressed (Level 2)**

### **Elements of Competence**

- HSC226a** Identify aspects of individuals lives that may cause distress
- HSC226b** Work with individuals and others to deal with their distress
- HSC226c** Support individuals through periods of stress and distress

### **About this unit**

For this unit you will need to support individuals who are distressed.

### **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.

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

**Stress and distress** could be caused by: loss of all types; bereavement; coping with changing conditions; personal crises; having to re-learn existing skills; having to develop new skills and coping strategies.

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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<b>Active support</b>	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.
<b>Individuals</b>	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.
<b>Key people</b>	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.
<b>Others</b>	Are other people within and outside your organisation that are necessary for you to fulfil your job role.
<b>Rights</b>	The rights that individuals have to: <ul style="list-style-type: none"><li>• be respected</li><li>• be treated equally and not be discriminated against</li><li>• be treated as an individual</li><li>• be treated in a dignified way</li><li>• privacy</li><li>• be protected from danger and harm</li><li>• be cared for in a way that meets their needs, takes account of their choices and also protects them</li><li>• access information about themselves</li><li>• communicate using their preferred methods of communication and language</li></ul>

**HSC226a** Identify aspects of individuals lives that may cause distress

**Performance Criteria**

You need to show that,

1. you seek and acquire information, advice and support to prepare you to work with **individuals** who are distressed
2. you support individuals to:
  - identify and communicate their thoughts and feelings about the aspects of their lives that cause distress and frustration
  - communicate the aspects of their lives where the distress is temporary and those that are continuous
  - identify how they usually deal with aspects of their lives that cause distress, and whether these are effective
3. you work with individuals in ways that are sensitive to their needs and the subject matter and that acknowledge their experiences, values, abilities, culture and beliefs
4. you support individuals who become distressed and frustrated when communicating about aspects of their lives that cause distress
5. you seek additional support and take appropriate action when you are unable to support individuals
6. you treat any information within confidentiality agreements and according to legal and organisational requirements

**HSC226b** Work with individuals and others to deal with their distress

**Performance Criteria**

You need to show that:

1. you work with individuals and **others** to:
  - examine areas of the individual's life where they and **key people** could make changes to minimise and prevent distress
  - alleviate and remove likely causes of distress
2. in areas where distress is expected, you support individuals to deal with the distress, and try to minimise the distress to others
3. where the individuals, and your knowledge of their needs and circumstances, indicate that they may harm themselves, you work with them, key people and others to prevent this
4. you seek assistance from others when you are unable to deal with the individual's distress
5. you work with others to support individuals when additional support is required
6. you complete records and reports on the individual's distress and the actions taken within confidentiality agreements and legal and organisational requirements

## **HSC226c** Support individuals through periods of stress and distress

### **Performance Criteria**

You need to show that,

1. you seek advice to help individuals and key people through troubled, stressful and distressed times
2. you seek support and advice to deal with your own thoughts and feelings about the situation and the interactions involved
3. you support individuals to:
  - understand that being distressed about aspects of their lives is not unusual
  - communicate their thoughts and feelings about their troubles, stress and distress
  - access information and other resources that may help them through the troubled, stressful and distressed times
  - access and use other support systems where you are unable to provide appropriate support
4. you work with individuals who are troubled, stressed and distressed in ways that acknowledge their dignity, culture and beliefs
5. where the individual's behaviour causes concern, you take immediate and appropriate action to deal with this
6. you offer appropriate support where other people who are disturbed by the individual's expression of stress and distress
7. you record and report on events, procedures and outcomes within confidentiality agreements and according to legal and organisational requirements

## 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 who are distressed
2. how your own values in relation to dealing and coping with stress and distress might differ from those of individuals and key people and how to deal with this
3. conflicts which might arise between when individuals when key people are distressed and how to deal with this
4. how to provide **active support** and promote the individual's rights, choices and well-being when supporting them when distressed

### Legislation and organisational policy and procedures

5. codes of practice and conduct, and standards and guidance relevant to your own and the roles, responsibilities, accountability and duties of **others** when supporting individuals who are distressed
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
  - supporting individuals who are distressed
7. health, safety, assessing and managing risks associated with supporting individuals who are stressed, distressed and frustrated
8. the purpose of, and arrangements for your supervision when working with individuals and key people who are stressed, distressed and frustrated

### Theory and practice

9. actions to take key changes in the conditions and circumstances of individuals with whom you work and actions to take in these circumstances
10. what are the common causes of stress and distress
11. how stress and distress can affect individuals when undertaking new activities and developing new ways of coping with changes in their lives, needs, conditions and circumstances
12. signs and symptoms associated with levels of stress, distress and frustration that indicate specialist intervention generally and specifically for the individuals with whom you are working
13. how stress and distress can affect how individual's communicate
14. the impact of stress and distress on key people and others within the care environment in which you work

15. methods of supporting individuals to:
- share with you the aspects of their lives that are troubling them and causing them stress and distress
  - use their strengths, their own potential and that in their network to manage stress and distress
  - cope with stress and distress in a constructive way