

HSC233 Relate to, and interact with, individuals (Level 2)

Elements of Competence

HSC233a Identify individuals' relationship needs

HSC233b Develop effective relationships

HSC233c Monitor and alter relationships to meet changing needs

About this unit

For this unit you need to be able to identify the relationship needs of individuals, develop effective relationships with them and monitor and alter the relationships to meet changing needs.

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

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 or 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.
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: <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, harm and abuse• be cared for in a way that meets their needs, takes account of their choices and also protects them• access information about themselves• to communicate using their preferred methods of communication and language

HSC233a Identify individuals' relationship needs

Performance Criteria

You need to show that,

1. you identify any issues that you need to take account of when meeting and forming relationships with **individuals**
2. you support individuals to communicate their needs and preferences about the relationships they wish to have with you
3. you listen to and respect the views, expertise and experience of individuals
4. you treat individuals fairly and do not discriminate nor disadvantage them in any way
5. you make clear to individuals the boundaries of your job role and the time you can spend with them
6. you work with individuals to set appropriate boundaries for your relationship with them
7. you agree with individuals the type of relationship you are able to have with them, taking account of:
 - your role
 - the tasks you will be undertaking with and for individuals
8. you identify potential areas of conflict and report these to the appropriate people
9. you treat information accessed, given and acquired about individuals confidentially and according to legal and organisational requirements

HSC233b Develop effective relationships

Performance Criteria

You need to show that,

1. you develop relationships with individuals and **key people** that balance the individuals needs and preferences with the requirements of your job
2. you listen to individuals and show, by the way you behave that you have heard and taken account of individuals' views
3. you respect the views, expertise and experience of individuals, ensuring that you treat them fairly and do not discriminate nor disadvantage them in any way
4. you develop the trust of individuals by being honest about:
 - the service you and your organisation can provide
 - the type and boundaries of the relationship you can have with them
 - how any information may be shared with individuals, key people and others
 - any legal and organisational requirements

- any activity you cannot undertake for individuals, always giving reasons for this sensitively
5. you interact with individuals in ways that enable them to participate in planning, implementing and reviewing the service you are providing
 6. you work with individuals to resolve conflicts and agree a way forward in the relationship
 7. you record and report any relationship issues within confidentiality agreements and according to legal and organisational requirements

HSC233c Monitor and alter relationships to meet changing needs

Performance Criteria

You need to show that,

1. you support individuals, key people and others with whom you work to identify any changes in your relationship with the individuals and the reasons for this
2. you identify and deal sensitively with individuals when changes in your relationship with them might cause conflict and distress
3. you work with individuals, key people and others with whom you work to make relationship changes which may include the need to end the relationship
4. you communicate to individuals and key people:
 - any changes that are being made
 - the reasons for the changes
 - what the changes may mean to them
5. you make changes to relationships in ways that take account of the disruption this may cause to:
 - individuals and key people
 - the activities you will be undertaking
6. you treat information about individuals confidentially and according to legal and organisational requirements
7. you record and report changes made and any effect this might have on the individual 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 relating to, and interacting with individuals
2. the ways health and social care values may differ from those of the individuals you are working with
3. how to interact with individuals and form relationships that provide **active support** and promote the individual's rights, choices and well-being

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 relating to and interacting with individuals
5. 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
 - relating to and interacting with individuals

Theories and practice

6. factors and conditions that may affect the type of relationship that you can have with individuals
7. how to identify, and the actions to take when you identify key changes in the conditions and circumstances of individuals
8. how to form, maintain and disengage from relationships with individuals
9. the communication and listening skills necessary to relate to and interact effectively with individuals
10. how to monitor and make changes to relationships that will cause the minimum disruption
11. barriers to relationships and effective interactions, generally and specifically with the individuals with whom you work