

## **HSC234            Ensure your own actions support the equality, diversity, rights and responsibilities of individuals (Level 2)**

### **Elements of Competence**

- HSC234a**            Respect the rights and interests of individuals
- HSC234b**            Treat everyone equally and in ways that respects diversities and differences
- HSC234c**            Act in ways that promote the individual’s confidence in you and your organisation

### **About this unit**

This unit applies to everyone working in health and social care settings. It contains the underpinning values and principles that must be demonstrated in every aspect of your daily work with individuals, key people and others.

### **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.

**Declared interests** may be: knowledge and relationship with the individual or others; vested interests; past experiences that might affect the way you work with the individuals etc.

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

**Preferred methods of communication and language:** 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.

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) 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>

## **HSC234a** Respect the rights and interests of individuals

### **Performance Criteria**

You need to show that,

1. you respect the dignity and privacy of **individuals**
2. you provide **active support** to enable individuals to participate and to manage their own lives
3. you respect and promote the views and wishes of individuals, **key people** and **others**
4. you assist and give appropriate support to enable individuals to understand and exercise their **rights**
5. you promote the independence of individuals
6. you support the rights of individuals to:
  - access information about themselves
  - communicate using their preferred method of communication and language
  - make informed choices and decisions about their lives and well being
  - make informed decisions about taking and managing potential and actual risks
  - regain and retain their potential to manage their lives
  - access advocacy services
7. you support individuals to make compliments and complaints
8. you acknowledge conflicts between the individuals right to make choices and their responsibilities to others
9. you seek appropriate support when there are conflicts between the individuals' rights and responsibilities

## **HSC234b** Treat everyone equally and in ways that respects diversities and differences

### **Performance Criteria**

You need to show that,

1. you respect the dignity and privacy of individuals
2. you respect and promote the views and wishes of individuals, key people and others
3. you treat and value each person as an individual
4. you respect the individual's diversity, cultures and values
5. you work in ways that:
  - recognise the individual's beliefs and preferences
  - puts the individual's preferences at the centre of everything you and others for whom you are responsible do
  - acknowledge the diversity of individuals
  - do not discriminate against any individual
  - do not condone discrimination by others

6. you provide active support to enable individuals to participate to their utmost abilities
7. you challenge behaviours and practice that discriminates against individuals
8. you seek advice when you are having difficulty promoting equality and diversity

**HSC234c** Act in ways that promote the individuals' confidence in you and your organisation

**Performance Criteria**

You need to show that,

1. you act in ways that are consistent with the law, regulation and organisational procedures
2. you ensure that you do not act in any way that may make individuals feel inferior
3. you are honest, trustworthy, reliable and dependable
4. you communicate in appropriate, open, accurate and straightforward ways
5. you explain the organisation's policies on confidentiality and complaints
6. you maintain clear, accurate and up-to-date records
7. you respect the individual's rights to confidentiality of information, within organisational procedures
8. you disclose information only to those who have the right and need to know
9. you ensure proof of identify and right to access before disclosing any information
10. you honour your work commitments and when this is not possible, explain why
11. you declare interests when they might influence your judgements and practice

## **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, policies, procedures and guidance on:
  - equality, diversity, discrimination, rights, confidentiality and sharing of information
  - ensuring your actions and those of others support the equality, diversity, rights and responsibilities of individuals
2. the culture and values within the environment in which you work
3. principles that enable you to work in ways that:
  - place the individual's needs and preferences at the centre of everything you do
  - provide active support for the individual to participate to the best of their abilities
  - support individuals to make their own decisions (as far as they are able and within any restrictions placed upon them) about their care and the way you carry out your work activities for and with them
4. the ways your own values, those of the sector and those of individuals, key people and others may differ, the effects such differences may have and any conflicts the differences may cause
5. conflicts that may occur between the individual's right to make choices and their responsibilities to others
6. ways of working that support equality and diversity and are effective when dealing with, and challenging discrimination

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

7. codes of practice and conduct; standards and guidance relevant to your own and the roles, responsibilities, accountability and duties of others valuing and respecting individuals
8. 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
  - on valuing and respecting individuals
  - for making and receiving comments and complaints