

HSC244 Manage and organise time and activities to support individuals in the community (Level 2)

Elements of Competence

- HSC244a** Identify and organise time to enable you to complete work for individuals
- HSC244b** Balance your own duties and responsibilities with the individual's needs and preferences
- HSC244c** Identify and report risks and changes in individuals' needs and preferences

About this unit

For this unit you need to manage and organise your time to enable you to carry out the duties and responsibilities you are responsible for with individuals and key people.

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.

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

Risks to: the individual; key people; yourself; others.

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
Emergency Individuals	Immediate and threatening danger to individuals and others 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
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 and harm• be cared for in a way they choose• access information about themselves• communicate using their preferred methods of communication and language
Risks	A risk is the likelihood of the hazard to occur. It can be to individuals in the form of danger, harm and abuse and/or to the environment by danger of damage and destruction

HSC244a Identify and organise time to enable you to complete work for individuals

Performance Criteria

You need to show that,

1. you agree with appropriate people:
 - the activities to be undertaken
 - how often, and when you are required to carry out your work activities
 - the time that has been allowed for the work activities
2. you work with **individuals, key people** and **others** to identify any special requirements you need to take account of when working with individuals
3. you ensure that you have access to, and understand information about any potential **risks** and health and safety issues associated with:
 - working with individuals in the community
 - the work activities you are carrying out
4. you ensure that:
 - you have contact information for individuals and your organisation
 - the organisation has contact information for you and knows where you are at all times
5. you organise your time to enable you to complete work activities according to legal and organisational requirements and to meet individuals' needs and preferences
6. you report on any difficulties you have had in completing your work activities within the allotted timescales and according to individual's needs and preferences
7. you complete records and reports within confidentiality agreements and according to legal and organisational requirements

HSC244b Balance your own duties and responsibilities with the individual's needs and preferences

Performance Criteria

You need to show that,

1. you work with individuals to identify the preferences they have for the way you carry out your work activities, ensuring that you respect their experiences, expertise and their cultural and religious requirements
2. you carry out your work activities in ways that respect, value and are responsive to the contribution of key people within individuals' lives
3. you ensure that:
 - you work within legal and organisational health and safety policies and procedures
 - you do not put yourself, individuals, key people and other people at unnecessary risk

- behave in ways that gives individuals' confidence in the organisation for whom you work
4. taking account of the individual's preferences, you agree with them:
 - what you are going to do
 - how you are going to do it
 - the time you have been allocated to complete your work
 - any health, safety or other issues that you have to take into account when carrying out your work activities
 5. you follow organisational procedures when:
 - you cannot complete the work activities to time
 - you are requested to carry out additional work activities
 - individuals want you to carry out your work activities in ways that differ to those set out by your organisation

HSC244c Identify and report risks and changes in individuals' needs and preferences

Performance Criteria

You need to show that,

1. you follow organisational policies and procedures in an **emergency** that requires immediate action
2. you observe and report changes to the individual's:
 - environment
 - their needs and preferences
 - the support they have been receiving
3. you observe individuals' behaviour and their physical and emotional state to identify any signs and symptoms of change
4. you work with individuals, key people and others to examine possible reasons for the changes and any actions that may be necessary
5. you take action to address immediate concerns
6. you identify and inform the appropriate people when the individual, key people, you or others are likely to be put at unnecessary risk
7. you report to appropriate organisations any changes in individuals that might require further action, 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 managing and organising time and activities to support individuals in the community
2. the individual's rights to refuse access to their homes and actions to take when this happens
3. how to balance your work activities with the needs and preferences of individuals and key people
4. how to provide **active support** and promote the individual's rights, choices and well-being when managing and organising time and activities to support individuals in the community

Legislation and organisational policy and procedures

5. codes of practice and conduct; standards and guidance relevant to your own and the roles, responsibilities, accountability and duties of others when managing and organising time and activities to support individuals in the community
6. current local, UK and European legislation, and organisational requirements, procedures and practices for:
 - accessing records and information about individuals and key people
 - recording, reporting, confidentiality and sharing information, including data protection
 - health, safety, assessing and managing risks associated with managing and organising time and activities to support individuals in the community
 - the protection of individuals from danger and harm
 - keeping yourself and others safe
 - gaining access to the individuals' property
 - managing and organising time and activities to support individuals in the community
7. frameworks and guidance on standards of services and practice, relevant to gaining access to and working within individuals' homes and in the community

Theory and practice

8. where to go to access information that will inform you of practice activities
9. actions to take when you observe key changes in the condition and circumstances of individuals
10. the best ways to work with individuals and key people so that they have confidence in you

11. how to manage and organise your time to enable you carry out your work activities
12. where and how to access information about individuals, key people and others
13. why you need to keep the appropriate people informed of your whereabouts at all times
14. the type of requests you get from individuals that you are unable to fulfil and how to deal with such requests
15. the type of activities that individuals might do that could be injurious to their health and well-being; why these differ for different individuals and the actions to take when you observe such activities