

HSC245 Receive and monitor visitors (level 2)

Elements of Competence

- HSC245a** Receive visitors according to organisational requirements and procedures
- HSC245b** Support visitors and individuals during the visit
- HSC245c** Monitor the activities of visitors and take action to control where necessary

About this unit

For this unit you need to receive and monitor the activities of visitors.

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.

Visitors could be: family, friends, carers, others with whom the individual has a supportive relationship, people outside your organisation who provide specialist health and care services to support the needs of individuals.

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 and harm• be cared for in a way they choose• access information about themselves• communicate using their preferred methods of communication and language

HSC245a Receive visitors according to organisational requirements and procedures

Performance Criteria

You need to show that,

1. you ensure the area is safe and ready to receive **visitors**
2. you greet visitors warmly, ascertain the purpose of their visit and communicate with them appropriately
3. you make any necessary security checks to ensure that the visitor has a right to enter
4. where a visitor does not have the right to enter you explain why, referring them, when appropriate, to other people
5. you identify any help that the visitors may need to enable them to visit and communicate with individuals
6. you encourage visitors who are in the wrong place to leave and, where necessary, help them to do so or summon others to help you to do so

HSC245b Support visitors and individuals during the visit

Performance Criteria

You need to show that,

1. you support and prepare individuals to receive visitors
2. you support and communicate with visitors according to their needs and organisational policies and procedures
3. you encourage visitors to respect the wishes of individuals
4. you support visitors to understand and comply with legal and organisational requirements
5. you take appropriate action to ensure that visitors, individuals and others are protected from danger, harm and abuse during the visit
6. you make visitors feel comfortable, give them accurate information, within confidentiality agreements and according to legal and organisational requirement
7. you refer visitors to other people and sources when you are not able to answer their questions
8. you share confidential information, within confidentiality agreements and according to legal and organisational requirements

HSC245c Monitor the activities of visitors and take action to control where necessary

Performance Criteria

You need to show that,

1. you explain to visitors the standards of behaviour that are acceptable
2. you monitor the behaviour of visitors, identifying those that may cause a threat

3. where there is cause for concern, you take preventative action to minimise any damage and the risk of danger, harm and abuse
4. you take appropriate action to manage the situation to protect the setting, yourself and others who are potentially at risk
5. you remove visitors from the premises safely and in accordance with legal and organisational requirements
6. you seek extra help when you are not confident or able to deal with the situation
7. you immediately and accurately record and report details of incidents with visitors to relevant people and organisations taking account of 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 receiving and monitoring visitors
2. how to provide **active support** and promote the individual's rights, choices and well-being when preparing them to receive visitors and supporting them during and following visits

Legislation and organisational policy and procedures

3. codes of practice and conduct, and standards and guidance relevant to your own and the roles, responsibilities, accountability and duties of others when receiving and monitoring visitors
4. 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
 - health, safety, assessing and managing risks associated with receiving and monitoring visitors
 - security of health and social care settings
 - your responsibility in relation to the control of potentially disruptive visitors
 - receiving and monitoring visitors

Theory and practice

5. principles of working with, welcoming and dealing with visitors
6. preparations required for the arrival of visitors: such as safety, security, sign posting, car parking, preparation equipment and aids to enable individuals to communicate
7. sources and types of written information which might be appropriate for different visitors
8. how to offer help to visitors in a way which is not over-bearing or condescending
9. the effects which visitors may have on the health and care setting and the threats they may cause
10. factors that may cause individual's distress, prior to, during and after visits and how to deal with this
11. how to recognise those visitors who should not be present and how to deal with them in a constructive and firm way
12. signs of potentially disruptive behaviour and why this may occur
13. preventive actions that can be taken, when it may be best to intervene, the risks inherent in different forms of intervention

