

HSC26 Support individuals to access and use information (Level 2)

Elements of Competence

- HSC26a** Support individuals to identify information to meet their needs
- HSC26b** Enable individuals to access, select and use information
- HSC26c** Enable individuals to evaluate the information

About this unit

For this unit you will need to work directly with individuals, helping them to access and use information, services and facilities.

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.

Information can be provided: orally; paper based; electronically

Key people: 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
Facilities	Goods and environments that can be provided to an individual to promote their health and social well-being, they can be offered at a distance or taken to the place where the individual lives
Individuals	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 that meets their needs, takes account of their choices and also protects them• access information about themselves• communicate using their preferred methods of communication and language
Services	Personal and other amenities provided in the individual's home or in other places that promote the individual's health and social well-being

HSC26a Support individuals to identify information to meet their needs

Performance Criteria

You need to show that,

1. you access, use and share accurate and up-to-date information on **services** and **facilities** that may benefit individuals and colleagues
2. you provide **active support** to enable individuals to communicate their needs, wishes, preferences and choices about the **information** they require on services and facilities
3. you check with individuals that they understand any information you have shared with them
4. you support individuals to:
 - identify any impact that the information may have on them and **key people**
 - deal with any distress the information may cause

HSC26b Enable individuals to access, select and use information

Performance Criteria

You need to show that,

1. you support individuals and key people to:
 - access, select and use information about services and facilities
 - identify any difficulties that arise when trying to access and use the information about services and facilities
 - agree actions to overcome any difficulties in accessing information
 - identify who will be responsible for taking action to overcome difficulties in accessing information
2. you support individuals to develop the confidence to access information on services and facilities themselves
3. you challenge, and support individuals and key people to challenge any information about services and facilities that is discriminatory
4. you support individuals and key people to manage and organise their time and lives to enable them to access and use information

HSC26c Enable individuals to evaluate the information

Performance Criteria

You need to show that,

1. you encourage individuals and key people to give feedback to the appropriate people on:
 - the information they have identified and used
 - where they have experienced discrimination or exclusion
2. you support individuals, and key people to:
 - identify any information that is misleading, inaccurate, inaccessible, difficult to understand and out-of-date
 - evaluate whether, and in what ways, the information about the services and facilities has been beneficial
3. you support individuals to identify any changes that will improve the accessibility and usability of the information

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 to access information
2. how to provide active support to enable individuals to select and use information to access facilities and services
3. how to support individuals to challenge information that is discriminatory or inaccessible

Legislation and organisational policy and procedures

4. codes of practice and conduct; standards and guidance relevant to your own and the roles, responsibilities, accountability and duties of others when supporting individuals to select, access and use information about facilities and services
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
 - supporting individuals to access and use information to meet their needs

Theory and practice

6. how to find out about whether the services and facilities are accessible to individuals
7. how and where to access information relevant to the individual's and key people's needs
8. how to ensure that the information accessed is relevant and up-to-date and who to inform when it is not
9. how to support individuals and key people to understand information
10. how to encourage individuals to raise questions and concerns about how to access or interpret information
11. who you go to and where to go when you cannot find information or answer questions
12. difficulties and risks which individuals may experience accessing, using and challenging information on facilities and services