

HSC27 Support individuals in their daily living (Level 2)

Elements of Competence

- HSC27a** Agree with individuals the support they require for their daily living
- HSC27b** Assist individuals in activities to promote their well being
- HSC27c** Help individuals access other support to promote their well being

About this unit

For this unit you need to support individuals in their daily living.

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.

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 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:

- 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

HSC27a Agree with individuals the support they require for their daily living

Performance Criteria

You need to show that,

1. you work with **individuals, key people** and **others** to:
 - identify your role in supporting individuals
 - identify the boundaries of your involvement with individuals
 - negotiate how any problems and areas of conflict can be resolved
2. you provide **active support** to enable individuals to:
 - describe their daily lives and events
 - identify what they are able to do themselves
 - identify what other people and groups can help them
 - identify aspects of their daily living that they would like your assistance with
 - identify aspects of their daily living that they need you to carry out for them
3. you support individuals to express their wishes about the type of support they need from you and the time they need you to be available
4. you seek additional support where you are unable to carry out the activities identified by individuals

HSC27b Assist individuals in activities to promote their well being

Performance Criteria

You need to show that,

1. you identify activities in individuals' daily lives that you will be assisting them with
2. you work with individuals to clarify and agree how they would like you to carry out aspects of their daily living where they need assistance
3. you work with individuals to agree and clarify how they would like you to carry out the aspects of their daily living for which you are responsible, taking account of any risk assessments and working within legal and organisational requirements, policies and procedures
4. you work in ways that protect individuals and yourself from the risk of infection
5. you assist individuals to carry out aspects of their daily living that have been agreed
6. you observe changes in individuals and work with them to identify and agree how any changes might effect the assistance they require
7. you report to relevant people any changes in the needs, circumstances and preferences of individuals, and the affect these will have on your work activities

HSC27c Help individuals access other support to promote their well being

Performance Criteria

You need to show that,

1. you work with individuals, key people and others to:
 - identify and access support that can promote the individual's health and social well-being
 - identify and negotiate any activities for which you are responsible
 - identify the activities that other people are responsible for
 - help them co-ordinate the activities carried out by yourself and others
 - agree how any problems and conflicts will be resolved
2. you negotiate and agree your role, responsibilities and the way you will work with the individuals and those who support them
3. you observe any changes in the support needs of individuals and how this may effect the assistance they require
4. you record and report any changes 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 supporting individuals in their daily living
2. how to provide active support and promote the individual's rights, choices and well-being when supporting them in their daily living

Legislation and organisational policy and procedures

3. codes of practice and conduct, standards and guidance relevant to your own and the roles, responsibilities, accountability and duties of others when supporting individuals in their daily living
4. current local, UK and European legislation, and organisational requirements, procedures and practices for:
 - accessing records
 - recording, reporting, confidentiality and sharing information, including data protection
 - health, safety, assessing and managing risks associated with supporting individuals in their daily living
 - supporting individuals in their daily living

Theory and practice

5. the types of activities you may need to do to support the individuals with whom you work in their daily living
6. where to go to access information that can inform your practice when supporting individuals in their daily living
7. the responsibilities and limits of your relationships with individuals when supporting them in their daily living
8. methods that encourage individuals to use their strengths and potential to participate and to take as much control over their lives as possible
9. the risks, dangers and difficulties associated with different environments, equipment, materials and activities and in relation to specific individuals
10. factors that can affect the behaviour, skills, abilities, development and the willingness of individuals to be involved in their own care and decisions about the assistance you should give to them
11. health and social care conditions that affect the individuals with whom you are working
12. key changes in the conditions and circumstances of individuals with whom you work and actions to take in these circumstances