

HSC28 Support individuals to make journeys (Level 2)

Elements of Competence

HSC28a Support individuals to plan journeys

HSC28b Accompany individuals on journeys

About this unit

For this unit you need to support individuals to make journeys.

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.

Journeys: visits to specific places; outings of any type. These can be accompanied or unaccompanied.

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
Journey	Any outing to support the individual's independence and enable them to take as much control over their life as possible
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

HSC28a Support individuals to plan journeys

Performance Criteria

You need to show that,

1. you provide **active support** to enable **individuals** to:
 - agree the purpose of the **journey**
 - identify any support they need when making the journey, taking account of risks and benefits
2. you agree your contribution to planning the journey
3. you support individuals to highlight the potential risks and benefits of them planning the journey
4. you provide active support to enable individuals to:
 - identify, access and use information needed to plan the journey
 - plan all aspects of the journey, rehearsing it, where appropriate
5. you review with individuals how well the planning has worked
6. you identify with individuals any difficulties they have had when planning the journey

HSC28b Accompany individuals on journeys

Performance Criteria

You need to show that,

1. you agree with individuals why you are accompanying them on journeys
2. you ensure individuals have taken appropriate medication prior to the journey and that they take any medication they require with them
3. you accompany individuals as agreed in their care plan and according to organisational and legal requirements
4. you cease to accompany individuals according to their care plan and the individuals' expressed needs and preferences, taking account of any risks
5. you work with individuals to enable them to be as independent as possible when making journeys, taking account of any risks
6. you discuss and arrange with individuals where you will meet them and how you will fit in with any requirements for privacy
7. you respond appropriately to planned and unexpected changes during journeys
8. you carry out your part of the plan and support individuals in carrying out their part of the plan
9. you review, with individuals, **key people** and **others** whether the journey met the planned outcomes and any changes that should be made for future journeys

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 plan for and make journeys
2. how to provide **active support** and promote the individual's rights, choices and well-being when supporting them to plan and make journeys

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 to plan and make journeys
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 to plan and make journeys

Theory and practice

5. factors to take into account when supporting individuals to plan and make journeys
6. where to go to access information that can inform your practice when supporting individuals to plan and make journeys
7. the risks, dangers and difficulties associated with making journeys the individuals with whom you work
8. the responsibilities and limits of your responsibilities and relationships with individuals when supporting them to plan and make journeys
9. benefits and difficulties that may occur when supporting individuals to plan and make journeys
10. what to do if there are problems you are not able or are not authorised to cope with
11. the checks you need to make and the paperwork you need to complete when taking individuals on journeys and when they make unaccompanied journeys
12. the records or reports you need to make and when and to whom you should make them