

HSC29 Support individuals to meet their domestic and personal needs (Level 2)

Elements of Competence

- HSC29a** Support individuals to obtain, prepare and store food that meets their nutritional and dietary requirements
- HSC29b** Support individuals to identify and obtain household and personal goods
- HSC29c** Support individuals to keep their home healthy, safe and secure

About this unit

For this unit you need to be able to support individuals with their domestic and personal needs.

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 could be from: incorrect preparation and storage of food, drink and domestic items; infection and contamination; dangerous use of food, drink and domestic items; security of property.

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: <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
Risk	A risk is the likelihood of the hazard to occur. It can be to individuals in the form of infection, danger, harm and abuse and/or to the environment in the form of danger of damage and destruction

HSC29a Support individuals to obtain, prepare and store food that meets their nutritional and dietary requirements

Performance Criteria

You need to show that,

1. you support **individuals** and **key people** to:
 - identify food and drink that is nutritious and meets the individual's dietary needs
 - understand the individual's dietary and nutritional needs and what this means in terms of food and drink
2. you contribute to identifying where and how the required food and drink can be obtained
3. you carry out your role and responsibilities for obtaining, preparing and storing food and drink to meet individual nutritional and dietary needs
4. you provide **active support** to enable individuals to prepare and store food and drink safely, hygienically and in ways that will reduce the **risk** of food associated illness or infection
5. you contribute to:
 - reviewing the arrangements for meeting the individual's nutritional and dietary needs
 - agreeing and implementing any changes required to enable the individual's to meet their nutritional and dietary needs
6. you follow organisational procedures and highlight any risks to individuals and key people when:
 - you observe food and drink that might cause a risk to individuals
 - individuals and key people wish you to obtain food which do not meet the individual's nutritional and dietary requirements
7. you report on and record how well the individuals' nutritional and dietary needs are met, within confidentiality agreements and according to legal and organisational requirements

HSC29b Support individuals to identify and obtain household and personal goods

Performance Criteria

You need to show that,

1. you support individuals to identify their household and personal needs and their preferences about the goods and where they should be obtained
2. you contribute to identifying where and how household and personal goods can be obtained and stored
3. you carry out your role and responsibilities in obtaining household and personal goods for individuals
4. you support individuals to store household and personal goods safely

5. you support individuals and key people to fill in any relevant paperwork to access resources and support to enable them to obtain household and personal goods
6. you follow organisational procedures and highlight any risks to individuals, key people and **others** when:
 - you observe personal and household goods that might cause a risk to individuals, key people and others
 - you observe personal and household goods being used dangerously
 - individuals and key people wish you to obtain personal and household goods that might cause a risk of harm to themselves and others
7. you report and record on actions, processes and outcomes in relation to identifying, obtaining, storing and using household and personal goods, within confidentiality agreements and according to legal and organisational requirements

HSC29c Support individuals to keep their home healthy, safe and secure

Performance Criteria

You need to show that,

1. you support individuals and key people to understand and access the types of support that could help them keep their home healthy, clean, safe and secure
2. you agree with individuals and key people who will take responsibility for keeping their home healthy, safe and secure
3. where necessary, you support individuals and key people to assess how they could improve the cleanliness, safety and security of their home
4. you carry out your responsibilities in supporting individuals to keep their home healthy, safe and secure
5. you follow organisational procedures and highlight any risks to individuals, key people and others when you observe signs that:
 - the individual's health and safety are at risk
 - the individual's home is not being secured as it should
6. you work with individuals, key people and others to contribute to changes that will enable individuals and key people to maintain the health, safety and security of the individual's home
7. you report and record on actions, processes and outcomes in relation to the health, safety and security of individuals' homes, 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 to meet their domestic and personal needs
2. how your own values in relation to health and hygiene might differ from those of individuals and key people and how to deal with this
3. how to provide active support and promote the individual's rights, choices and well-being when supporting them to meet their domestic and personal needs

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 meet their domestic and personal needs
5. 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 to meet their domestic and personal needs in the home
 - healthy living and eating
 - consumer rights and responsibilities
 - the management of risk from infection
 - the storage and handling of food
 - supporting individuals to meet their domestic and personal needs

Theory and practice

6. key changes in the conditions and circumstances of individuals with whom you work and actions to take in these circumstances
7. how the individual's life and family circumstances and their environment can restrict their options
8. how to work with individuals to enable them to participate in meeting their own domestic and personal needs
9. how to prepare and store food and drink safely, hygienically and in ways that reduce the risk of food associated illness or infection
10. the nutritional and dietary needs that the individuals with whom you work are likely to have

11. factors and issues associated with keeping the home of individuals safe and secure
12. methods of working with individuals and key people:
 - to agree the food, drink, personal and household goods they want and the methods they prefer to obtain and store them
 - to identify, prepare and store food and drink hygienically and safely
 - to enable them to identify any risks and how they and you will manage them