

HSC330 Support individuals to access and use services and facilities (Level 3)

Elements of Competence

- HSC330a** Support individuals to identify services and facilities they need
- HSC330b** Enable individuals to select, access and use services and facilities
- HSC330c** Enable individuals to evaluate services and facilities used

About this unit

For this unit you will support individuals to access and use 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.

Key people: family; friends; carers; others with whom the individual has a supportive relationship.

Services and facilities could include: services provided to an individual's home (e.g. meals on wheels, services to meet the individual's personal care needs; therapeutic services); services provided to enable individuals to meet their social care needs (e.g. transport); amenities outside the individual's place of residence (e.g. day care provision; support groups).

Your **knowledge and understanding** for this unit will relate to legal requirements and codes of practice applicable to the scope of your work and others with whom you work; the nature of the work you are undertaking; your role and level of responsibility within your organisation (e.g. whether you have responsibility to support the work of others); the individuals, key people in their lives and others with whom you are required to work and the degree of autonomy you have for the management of your own work activities.

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 HSC35. To achieve this unit you must demonstrate that you have applied the principles of care outlined in unit HSC35 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 they choose• access information about themselves• communicate using their preferred methods of communication and language
Services and facilities	Support for individuals that is provided to them at their place of residence or from groups and amenities in the community

HSC330a Support individuals to identify services and facilities they need

Performance Criteria

You need to show that,

1. you support **individuals** and **key people** to identify and communicate what they need to improve their health and social well-being
2. you support individuals to identify their own strengths, those of their networks and any gaps that need to be addressed
3. you work with individuals to identify any risks that have to be managed in accessing **services and facilities**
4. you access and review information to support individuals and key people to identify the services and facilities they need to access
5. you work with individuals, key people and **others** to review the information to identify the options available

HSC330b Enable individuals to select, access and use services and facilities

Performance Criteria

You need to show that,

1. you work with individuals to agree preferred options for services and facilities, identifying any risks that need to be managed
2. you work with individuals and key people to select the services and facilities that will enable them to meet the individuals' assessed needs
3. you provide **active support** for individuals to enable them to access and use selected services and facilities
4. you work with individuals to identify what needs to be in place to enable them to access the agreed services and facilities, taking into account any special requirements
5. you agree with, arrange and help individuals acquire the assistance they require to access and use the selected facilities and services
6. you support individuals and key people to fill in any forms of paper work to enable them to access the agreed services and facilities
7. you support individuals to access and use the agreed services and facilities

HSC330c Enable individuals to evaluate services and facilities used

Performance Criteria

You need to show that,

1. you agree the methods and timescales for evaluating how the services and facilities have contributed to the individual's well-being
2. you work with individuals and key people to evaluate whether, and in what ways, the services and facilities have improved their health, well-being and quality of life

3. you support individuals to identify any changes necessary to improve the outcomes from the use of the services and facilities
4. you encourage individuals and key people to give feedback on:
 - the services and facilities they have identified and used
 - where they have experienced discrimination or exclusion
 - which services and facilities have been beneficial to their well-being and those that have been less helpful
5. you work with individuals and key people to achieve the changes they have identified in the services and facilities that they have used
6. you collate information and record and report on actions, procedures and outcomes from the evaluation, 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, **rights**, confidentiality and sharing of information when supporting individuals to access and use services and facilities
2. how to provide active support and place the preferences and best interest of individuals at the centre of everything you do, whilst enabling them to take responsibility (as far as they are able and within any restrictions placed upon them) and make and communicate their own decisions about their lives, actions and risks about access to and the use and evaluation of services and facilities
3. the rights of carers to be supported in the caring role
4. dilemmas between the individual's rights and their responsibilities for their own care and protection, the rights and responsibilities of key people and your role and responsibilities in enabling individuals to access and use services and facilities
5. how to work in partnership with individuals, key people and those within and outside your organisation to enable individual's to access and use the services and facilities they prefer
6. how to deal with and challenge discrimination for individuals accessing and using services and facilities

Legislation and organisational policy and procedures

7. codes of practice and conduct, and standards and guidance relevant to your own (and others') roles, responsibilities, accountability and duties when enabling individuals to access, use and evaluate services and facilities
8. current local, UK and European legislation and organisational requirements, procedures and practices for:
 - data protection, including recording, reporting, storage, security and sharing of information
 - health and safety
 - risk assessment and management
 - protecting individuals from danger, harm and abuse
 - enabling individuals to access, use and evaluate services and facilities
 - working with others to provide integrated services
9. practice and service standards relevant to your work setting and to enable individuals to access, use and evaluate services and facilities

10. how to access records and information on the needs, views and preferences of individuals and key people

Theory and practice

11. how and where to access information and support that can inform your practice about individuals accessing, using and evaluating services and facilities
12. how you can access, review and evaluate information about resources, services and facilities relevant to the needs and preferences of the individuals with whom you work
13. government reports, inquiries and research relevant to individuals accessing, using and evaluating services and facilities
14. theories relevant to the individuals with whom you work, about:
 - aspects of human growth and development and how these can affect and be affected by the individual's access to, and use of services and facilities
 - identity and self-esteem and how this can be affected by individual access and use of services and facilities
15. how power and influence can be used and abused when supporting individuals to access, use and evaluate services and facilities
16. the role relationships, support networks, services and facilities provide in promoting the individuals' well-being
17. factors that affect the health, well-being, behaviour, skills, abilities and development of individuals and key people
18. methods of supporting individuals to express their needs and preferences and to be able to evaluate the services and facilities they have used
19. how to keep services and facilities informed about the needs of the individuals and any changes that might be necessary