

## **HSC334 Provide a home and family environment for individuals (Level 3)**

### **Elements of Competence**

- HSC334a** Identify the needs, background and experiences of the individuals for whom you are providing a home
- HSC334b** Help individuals to adjust to, and ensure they are safe and protected in your home
- HSC334c** Support own family and other key people to accept, support and adjust to family life with the individuals

### **About this unit**

For this unit you will need to support individuals and your own family and key people when providing a home and family environment for individuals.

### **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.

**Danger** could be: imminent; in the short term; in the medium term; in the longer term.

**Harm and abuse** within this unit will cover: neglect; physical, emotional and sexual abuse; bullying; self harm; reckless behaviour.

**Risks** could include the possibility of: danger, damage and destruction to the environment and goods; injury and harm to people; self-harm and abuse.

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 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 statement<sup>1</sup>, 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.

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<sup>1</sup> 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.**

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<b>Abuse</b>	Abuse is causing physical, emotional and/or sexual harm to an individual and/or failing/neglecting to protect them from harm
<b>Active support</b>	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
<b>Danger</b>	The possibility of harm and abuse happening
<b>Family</b>	Include the people who are biologically related to you and those who through relationships have become an accepted part of your family
<b>Harm</b>	The effects of an individual being physically, emotionally or sexually injured or abused
<b>Individuals</b>	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
<b>Key people</b>	Are those people who are key you and your family and will be affected by the introduction of an individual into your home
<b>Others</b>	Are other people within and outside the organisation for whom you are providing a home for individuals and that are necessary for you to fulfil your job role
<b>Rights</b>	The rights that individuals have to: <ul style="list-style-type: none"><li>• be respected</li><li>• be treated equally and not be discriminated against</li><li>• be treated as an individual</li><li>• be treated in a dignified way</li><li>• privacy</li><li>• be protected from danger and harm</li><li>• be cared for in a way they choose</li><li>• access information about themselves</li><li>• communicate using their preferred methods of communication and language</li></ul>
<b>Risk</b>	The likelihood of danger, harm or abuse arising from anything or anyone

**HSC334a** Identify the needs, background and experiences of the individuals for whom you are providing a home

### Performance Criteria

You need to show that,

1. you read the appropriate information about the needs, background and experience of the **individuals** for whom you are providing a home
2. you support individuals to communicate:
  - their needs, background, experiences, wishes, preferences and choices
  - how their needs, background, experiences, wishes, preferences and choices might affect their behaviour when living in your home
3. you assess how the needs, background, experiences, preferences and choices of the individuals:
  - can be accommodated within your home
  - may cause problems
  - how you, the individual and your **family** may deal with this
4. you inform all who will be involved with the individual of their needs, background, experiences, preferences and choices within confidentiality agreements and according to legal and organisational requirements

**HSC334b** Help individuals to adjust to, and ensure they are safe and protected in your home

### Performance Criteria

You need to show that,

1. you provide, and support your family to provide a welcoming and supportive environment to the individuals
2. you introduce the individuals to your family and **key people** in the families' life allowing them enough time and space to settle into your home
3. you support individuals to:
  - communicate their thoughts, feelings, fears and aspirations about living in your home
  - enable them to see the benefits of living in your home both to themselves and for your family
  - understand how your family and living arrangements work
  - understand where things are
  - understand any ground rules
4. you provide appropriate support to individuals if they are distressed
5. you ensure that appropriate safety and security devices and procedures are used within your home to keep the individuals safe from **danger**, **harm** and **abuse** without over protecting them
6. you provide **active support** for individuals giving them sufficient scope to grow, make their own decisions, develop, retain their friendship groups and make new friends, without exposing them to unnecessary danger or overprotecting them

**HSC334c** Support own family and other key people to accept, support and adjust to family life with the individuals

### **Performance Criteria**

You need to show that,

1. you encourage your family and social networks to:
  - accept the individuals as a family member
  - help them to settle into your home
  - provide effective care and support
2. you help your family to understand and come to terms with their own needs as a family member and the needs of individuals
3. you treat everyone fairly, balancing the needs of family members and those of the individuals requiring care
4. you examine the requirements of the care plan for the individuals, taking account of aspects that might affect family members and individuals directly
5. you address any conflicts and disagreements openly, seeking and using external support, where necessary
6. you set in place strategies to protect your own family if the individuals' behaviour causes a **risk** to themselves, your family, key people, your property and **others**
7. you record and report progress, outcomes and any serious incidents or causes for concern immediately to the appropriate people 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 on when providing a home for individuals
2. how you and your family can provide active support, place the preferences and best interest of individuals at the centre of everything you do with them, 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 and actions
3. dilemmas between the individuals' needs, preferences, rights and their responsibilities for their own care and protection and your own and your families' role, rights and responsibilities when providing a home for specific individuals
4. how to deal with and challenge discrimination when providing a home for individuals

### **Legislation and organisational policy and procedures**

5. codes of practice and conduct, and standards and guidance relevant to your own and the roles, responsibilities, accountability and duties of others when providing a home for individuals
6. current local, UK and European legislation and organisational requirements, procedures and practices for:
  - data protection, including recording, reporting, storage, security and sharing of information
  - risk assessment and management when providing a home for individuals
  - protecting individuals from danger, harm and abuse
  - providing a home and family environment for individuals
7. practice and service that promote and safeguard the well-being of individuals placed within another person's home and for those who are providing the home for individuals
8. how to access records and information on the individuals for whom you are likely to provide a home
9. the purpose of, and arrangements for your support when providing a home and family environment for individual

## **Theory and practice**

10. how and where to access information and support that can inform your practice when providing a home for individuals
11. government reports, inquiries and research relevant to providing a home for individuals
12. 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 individuals' background, experiences and conditions and the provision of a secure home environment
13. the responsibilities and limits of your relationships with individuals for whom you are likely to provide a home
14. principles of practice to enable you to balance the needs of the individuals and others within your home environment
15. principles for enabling the individuals to become full members of the household
16. the importance of discussing with family and network members, issues that have and might arise from the individuals living in your own home and how their needs for support can best be met
17. factors to take account of when deciding how much information to divulge to family and network members
18. the differing reasons why families and networks may be apprehensive or anxious and how to address these and support the people involved
19. issues that are likely to arise when the individuals first move in and how to support the individuals to deal with these
20. the likely effect on family dynamics, relationships and roles when providing a home for individuals
21. how to work with, and resolve conflicts that you are likely to meet
22. the importance of openly acknowledging potential difficulties and conflicts
23. the types of incidents that could happen with the individuals for whom you are providing a home, the action to take in the event of any serious incidents or causes for concern and how to record and report these
24. the importance of developing and ensuring the individuals understand house rules