

HSC335 Contribute to the protection of individuals from harm and abuse (Level 3)

Elements of Competence

- HSC335a** Recognise and report on factors that may cause danger, harm and abuse
- HSC335b** Contribute to minimising the effects of dangerous, harmful and abusive behaviour and practices
- HSC335c** Respond to and report on suspicions of harm and abuse

About this unit

For this unit you will need to recognise and report on factors that may cause danger, harm and abuse; contribute to minimising dangerous, harmful and abusive behaviour and practices; contribute to dealing with suspected and disclosed danger, harm and abuse.

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.

Actions that could adversely affect the use of evidence in future investigations could include: asking inappropriate and/or leading questions; not following organisation and legal procedures; putting undue pressure on individuals; changing, removing or adding to information.

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; financial abuse; bullying; self harm; reckless behaviour.

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

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

Statements that could adversely affect the use of evidence in future investigations: changing information; removing information; adding to information.

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 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.**

Abuse	Abuse is causing physical, financial, emotional and/or sexual harm to an individual and/or failing/neglecting to protect them from harm
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
Danger	The possibility of harm and abuse happening
Harm	The effects of an individual being physically, emotionally or sexually injured or abused
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
Risk	The likelihood of danger, harm or abuse arising from anything or anyone
Signs and symptoms of danger, harm and abuse	Physical, behavioural and emotional indicators which may signify possible danger, harm and abuse

HSC335a Recognise and report on factors that may cause danger, harm and abuse

Performance Criteria

You need to show that,

1. you seek and acquire information about:
 - factors that may cause and lead to the **risk** of individuals being in **danger** of **harm** and **abuse**
 - **signs and symptoms** that individuals may be in danger of being harmed or abused or have been harmed and abused
 - legal and organisational requirements about what to do if you suspect that someone is in danger and/or has been harmed or abused
2. you confirm your understanding and the actions you need to take when danger, harm and/or abuse is suspected or has been disclosed
3. you identify the factors which support abusive behaviour and discuss these with colleagues and managers
4. you examine your own behaviour and actions to ensure that they do not contribute to situations, actions and behaviour that can be dangerous, harmful and/or abusive
5. you observe behaviour, actions and situations to ensure that all people (including any children and young people) within or entering the environment are not subject to danger, harm and abuse
6. you work with **individuals**, **key people** and **others** to identify and challenge practices that:
 - may lead to danger, harm and abuse of individuals, key people, staff and others
 - are dangerous, harmful and abusive
7. you report suspected or disclosed danger, harm and abuse to the appropriate people:
 - avoiding actions and statements that could adversely affect the use of evidence in future investigations and court
 - within confidentiality agreements
 - according to legal and organisational requirements

HSC335b Contribute to minimising the effects of dangerous, harmful and abusive behaviour and practices

Performance Criteria

You need to show that,

1. you develop relationships with individuals so that they are able to communicate and raise concerns about possible and actual danger, harm and abuse to themselves and others
2. you work with individuals in a way that respects their dignity, privacy and rights
3. you are honest with individuals about your responsibilities to disclose information about potential and actual danger, harm and abuse

4. you identify possible sources, signs and symptoms of danger, harm and abuse
5. you take appropriate action when you observe behaviour, actions and situations towards people (including any children and young people) within or entering the environment that might lead to danger, harm and abuse
6. you challenge and raise concerns with appropriate people and organisations about practice or policies, which may give rise to danger, harm and abuse
7. you work sensitively with individuals communicating how, and to whom, they report incidents of danger, harm and abuse
8. you take appropriate action and assure individuals that their reports will be listened to and dealt with seriously
9. you report sources, signs and symptoms of danger, harm and abuse to appropriate people:
 - avoiding actions and statements that could adversely affect the use of evidence in future investigations and court
 - within confidentiality agreements
 - according to legal and organisational requirements and inter-agency and partnership requirements

HSC335c Respond to and report on suspicions of harm and abuse

Performance Criteria

1. you monitor and identify any unusual and significant changes from individuals health, cleanliness, physical care, actions and behaviour
2. you respond and take immediate and appropriate action to concerns that individuals are at risk of or have been harmed and/or abused
3. you use all available information to evaluate the concerns raised
4. you avoid using actions and statements, and support others to avoid using actions and statements, that could adversely affect the use of evidence in future investigations and court
5. you discuss concerns with relevant people within and outside your organisation, within confidentiality agreements and according to legal, organisational, inter-agency and partnership requirements
6. you contribute to, follow and work within inter-agency and partnership policies, procedures and practice for dealing with suspected harm and abuse
7. you accurately record, report (with the times, dates and explanations), and pass on records and reports of suspicions of signs and symptoms of danger, harm and abuse:
 - avoiding actions and statements that could adversely affect the use of evidence in future investigations and court
 - within confidentiality agreements
 - according to legal and organisational requirements and inter-agency and partnership 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 contributing to the protection of individuals from harm and abuse
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 when they have been in danger of being harmed and/or abused
3. dilemmas between the individuals' rights and their responsibilities for their own care and protection, the rights and responsibilities of key people and your role and responsibilities in protecting individuals from danger, harm and abuse
4. how to challenge stereotypical assumptions based on gender, race, culture, disability, educational experience etc that affect the perception of danger, harm and abuse to individuals, key people and others both as recipients and perpetrators

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 protecting individuals from danger, harm and abuse
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
 - protecting individuals from danger, harm and abuse
 - actions to take on suspicions of and where there is a risk of danger, harm and abuse
 - health, safety, assessing and managing risks associated with identifying and dealing with the risk of danger, harm and abuse to individuals, key people and others
 - the collection of information for legal purposes
 - any special provisions relating to the individuals because of their age or conditions
 - working with others to provide integrated services

7. practice and service standards relevant to your work setting and for working and dealing with danger, harm and abuse
8. how to access records and information about danger, harm and abuse related to the individuals and key people with whom you work
9. the purpose of, and arrangements for your supervision to support when dealing with people who are likely to be, or have been harmed and abused

Theory and practice

10. how and where to access information and support that can inform your practice when contributing to the protection of individuals, key people and others from danger, harm and abuse
11. government reports, inquiries and research relevant to the protection of individuals, key people and others from danger, harm and abuse
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 individuals being subjected to danger, harm and abuse
13. the ways in which danger, harm and abuse in the short, medium and long term can affect the well-being of individuals
14. how power and influence can be used and abused by:
 - yourself and others when supporting people who are in danger of harm and abuse and when they have been harmed and abuse
 - by others wishing to harm, abuse and exploit individuals
15. how individuals who have been harmed and abused are vulnerable to exploitation and ways that such exploitation can be prevented
16. how people who harm and abuse individuals conceal what is happening
17. how to work in partnership with individuals, key people and those within and outside your organisation to support individuals who you and/or others suspect are in danger of harm and abuse and with individuals who have been harmed and abused
18. what to do if you suspect or have evidence that the person responsible for harm and abuse is a colleague
19. how to protect yourself, individuals, key people and others with whom you work from danger, harm and abuse
20. different views on what is harmful, dangerous and abusive and how they relate to your role and tasks
21. factors that may lead to danger, harm and abuse
22. signs and symptoms of danger, harm and abuse and the correct actions to take when you suspect, or danger, harm and abuse has been disclosed
23. the effects of being at risk of harm, in danger or abused and their impact on the individuals, other people involved, your own and others' behaviour
24. how to work, and support others to work with individuals who are distressed, fearful and uncertain about what will happen to them
25. the types of evidence that is valid in investigations and court and how to ensure that your actions and statements do not contaminate evidence or prejudice investigations
26. recording and reporting requirements for protection, harm and abuse and to ensure they do not contaminate evidence or prejudice investigations