

HSC343 Support individuals to live at home (Level 3)

Elements of Competence

- HSC343a** Support individuals to identify their personal, physical and safety needs to enable them to live at home
- HSC343b** Work with individuals to identify and access additional support and resources
- HSC343c** Support individuals to review their needs and identify changes necessary to enable them to live at home

About this unit

For this unit you need to support individuals' to live at home.

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

Preferred form of communication and language includes: 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.

Resources could be: financial; physical resources to make changes to the environment; materials and equipment; human.

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

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 people¹ and others with whom you are required to work and the degree of autonomy you have for the management of your own work activities.

¹ If you are working with children and young people the term "individuals" covers children and young people and "key people" covers parents, families, carers, friends and others with whom the child/young person has a supportive relationship

Values underpinning the whole of the unit

The values underpinning this unit have been derived from the key purpose statement², 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. If you are working with children and young people they can be found in the principles of care unit HSC34. If you are working with adults they can be found in HSC35. To achieve this unit you must demonstrate that you have applied the principles of care outlined in either unit HSC34 or HSC35 in your practice and through your knowledge.

² 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
Resources, services and facilities	Support and resources for individuals that are provided to them at their place of residence or from groups and amenities in the community
Risks	The likelihood of danger, harm or abuse arising from anything or anyone

HSC343a Support individuals to identify their personal, physical and safety needs to enable them to live at home

Performance Criteria

You need to show that,

1. you support **individuals** to identify the strengths and skills to enable them to live at home
2. you work with individuals and **key people** to identify the support available within their own networks and any gaps that need to be addressed
3. you provide **active support** to individuals and key people to enable them to identify any **risks** that need to be managed to enable individuals to live at home
4. you access and review with individuals and key people information about the range of **resources, services and facilities** available to enable individuals to live at home
5. you agree the individuals' preferred options and contribute to identifying the resources required to support the individual to live at home
6. you provide active support to enable individuals and key people to fill in forms and paperwork to access the resources, facilities and services they require
7. you contribute to agreeing methods and timescales for reviews with individuals, key people and **others**

HSC343b Work with individuals to identify and access additional support and resources

Performance Criteria

You need to show that,

1. you work with individuals to identify and agree their personal, physical, financial, social, environmental and health and safety needs and any risks that have to be managed
2. you access information and support that will help individuals:
 - meet their agreed needs
 - manage any risks involved
3. you pass on information to individuals and key people using their preferred form of communication and language, and supporting them to understand anything that is not clear
4. you identify, with support, the resources available to assist individuals and key people to develop skills to help individuals manage:
 - their domestic, personal, social and financial affairs
 - any risks
5. where necessary you help individuals and key people to fill in any relevant paperwork to access resources and support
6. you work with individuals and others to deal with changes in the individual's health, their financial, social and their legal position

7. you agree the methods and timescales for review and evaluation with individuals, key people and others

HSC343c Support individuals to review their needs and identify changes necessary to enable them to live at home

Performance Criteria

You need to show that,

1. you access information and advice that might be useful when reviewing any changes required to enable individuals to remain at home
2. you support individuals and key people to identify what support could improve their well-being and enable them to continue to live at home
3. you support individuals and key people to identify who will take responsibility for accessing the available support
4. you seek permission, and where this is obtained from individuals and key people, you:
 - provide relevant information about individuals to secure resources and access to services, facilities and support groups
 - introduce individuals to new resources, services, facilities and support groups
5. you work with individuals and key people to:
 - assess options and make decisions about changes so that individuals can continue to live at home
 - evaluate the strengths and limitations of the changes and any risks that have to be managed
6. you work with others to agree any changes to resources, support, services and facilities
7. you record and report on processes and outcomes, within confidentiality agreements and according legal and organisation 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 for 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 live at home
2. how to provide active support and place the preferences and best interests 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 living at home
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 supporting individuals to live at home
5. how to work in partnership with individuals, key people and those within and outside your organisation to enable individuals to access resources and use the services and facilities they prefer
6. how to deal with and challenge discrimination for individuals accessing resources 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 the roles, responsibilities, accountability and duties of others 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
 - healthy living and diet
 - the storage and handling of food
 - the management of risk from infection
 - enabling individuals to live at home
 - working with others to provide integrated services

9. practice and service standards relevant to your work setting and for supporting individuals to live at home
10. how to access records and information on the needs, views and preferences of individuals and key people about enabling individuals to live at home and manage any identified risks

Theory and practice

11. how and where to access information and support that can inform your practice when supporting individuals to live at home
12. how you can access, review and evaluate information about resources, services and facilities relevant to the needs and preferences of the individuals
13. government reports, inquiries and research relevant to supporting individuals to live at home
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 individuals being able to live at home
 - how living at home can affect individuals' sense of identity, their self-esteem and their self-image
15. how power and influence can be used and abused when supporting individuals live at home and accessing resources, services and facilities
16. role of relationships and support networks in promoting the well-being of the individuals and enabling them to live at home
17. factors that affect the health, well-being, behaviour, skills, abilities and development of individuals and key people
18. conditions and issues you are likely to face in your work with individuals and key people
19. methods of supporting individuals to express their needs and preferences about living at home and the support they need
20. how to work in partnership with individuals, key people and those within and outside your organisation to enable the individual's needs, wishes and preferences to be met
21. who to access to provide individuals and key people with information about benefits and allowances
22. how to observe changes in the individuals' conditions and circumstances that might indicate a need to change, increase or reduce support
23. where to access advice on financial planning
24. methods of implementing plans to manage risk