

HSC344 Support individuals to retain, regain and develop the skills to manage their lives and environment (Level 3)

Elements of Competence

- HSC344a** Support individuals to identify the skills they need to manage their lives and environment
- HSC344b** Support individuals to retain, regain and develop the identified skills
- HSC344c** Support individuals to evaluate the use of the skills in managing their lives and environment

About this unit

For this unit you need to support individuals to retain, regain and develop skills to manage their lives and environment.

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

Skills they require could be related to: preparing food; eating and drinking; dressing; bathing and washing; mobility (including getting into and out of bed); navigating the environment; cleaning the environment.

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.

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.

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

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
Assessment	Measuring the individual's ability to perform activities in daily living
Goals	Targets agreed by the individual, carers and care team
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
Methods	The means of achieving the goals
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
Risks	The likelihood of danger, harm or abuse arising from anything or anyone

HSC343a Support individuals to identify the skills they need to manage their lives and environment

Performance Criteria

You need to show that,

1. you work with **others** to identify possible options for **individuals** and any **risks** that have to be managed
2. you encourage and support individuals to communicate their needs, preferences and beliefs about the skills they require to manage their lives and environment
3. you support the individuals and **key people** to identify the individuals' current skills and abilities and how these can be built upon to enable them to manage their lives and environment more effectively
4. you support individuals to identify and communicate their needs and priorities in terms of the skills they need to manage their lives in the short and medium term
5. you identify skills that need to be developed for which they would need additional and/or specialist support
6. where special procedures and equipment are required for **assessment**, you communicate to individuals what this involves
7. you agree with individuals, key people and others the skills individuals need to enable them to manage their lives and environment

HSC343b Support individuals to retain, regain and develop the identified skills

Performance Criteria

You need to show that,

1. you provide **active support** which enables individuals to take as much responsibility as possible for developing new skills, regaining and retaining former skills, and using to the full, current skills and abilities
2. you agree **goals** with individuals that will enable them to work at their own pace to acquire, regain and retain skills essential to their daily living
3. you identify appropriate **methods** that will enable individuals to build on their strengths when developing, regaining and retaining skills that are important to their daily living
4. you support individuals and key people to select methods which are most likely to enable them to make progress
5. you check the safety and efficiency of any equipment and materials, before, whilst they are in use and after use
6. you support individuals to carry out activities in ways that promote the safety, involvement and confidence of individuals, adhering to any cultural and spiritual beliefs and preferences
7. you recognise success and give constructive feedback to individuals
8. you modify approaches if individuals become distressed, are in pain or communicate their wish to stop or amend the activity

9. you seek advice and support from others where:
 - any safety issues have arisen
 - conflict have occurred between you and individuals or key people
 - the individual does not want to continue
 - the individual is distress or in pain

HSC343c Support individuals to evaluate the use of the skills in managing their lives and environment

Performance Criteria

You need to show that,

1. you work with individuals, key people and others to agree the criteria for evaluating the effectiveness of the activity and methods used
2. you work with individuals, key people and others to assess their progress and highlight where extra support is needed
3. you work with individuals and others to review the individual's future needs
4. you work with individuals and others to identify new skills which individuals need to acquire to meet changing needs and circumstances
5. you agree with the individuals, key people and others how new skills needs will be identified in the future
6. you work with others to ensure a co-ordinated approach is used to identify and meet the individuals' short, medium and long term needs
7. you record and report on actions, processes and outcomes, 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 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 retain, regain and develop the skills to manage their lives and environment
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 when supporting them to retain, regain and develop the skills to manage their lives and environment
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 retain, regain and develop the skills to manage their lives and environment
5. how to work in partnership with individuals, key people and those within and outside your organisation to enable individuals to retain, regain and develop the skills to manage their lives and environment
6. how to deal with and challenge discrimination when supporting individuals to retain, regain and develop the skills to manage their lives and environment

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 supporting individuals to retain, regain and develop the skills to manage their lives and environment
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
 - supporting the personal care of individuals
 - the storage, handling and preparation of food

- the management of risk from infection
 - supporting individuals to retain, regain and develop the skills to manage their lives and environment
 - working with others to provide integrated services
9. how to access records and information on the needs, views and preferences of individuals about their skills, abilities and capabilities to manage their lives and environment

Theory and practice

10. how and where to access information and support that can inform your practice when supporting individuals to retain, regain and develop the skills to manage their lives and environment
11. how you can access, review and evaluate information about the training you need to use aids and equipment and to train others in their use
12. government reports, inquiries and research relevant to supporting individuals to retain, regain and develop the skills to manage their lives and environment
13. 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' skills and abilities to manage their lives and environment
 - retaining, regaining and developing skills to manage their lives and environment can affect individuals' sense of identity, their self-esteem and their self-image
14. how power and influence can be used and abused when supporting individuals to retain, regain and develop the skills to manage their lives and environment
15. the role of relationships and support networks in promoting the well-being of the individuals with whom you work
16. factors that affect the health, well-being, behaviour, skills, abilities and development of individuals with whom you are working
17. conditions and issues you are likely to face in your work with individuals and key people and how to work with, and resolve conflicts that you are likely to meet
18. how to support, encourage and motivate individuals who are stressed and distressed
19. how to work in partnership with individuals, key people and those within and outside your organisation to support individuals to retain, regain and develop the skills to manage their lives and environment
20. the impact of illness and impairment on the daily living and working lives of individuals, their families and others
21. how to assess, manage and meet the individual's needs and preferences for managing their lives and environment
22. how to assess needs and access training, aids, equipment and the resources to carry out the agreed outcomes