

HSC35 Promote choice, well-being and the protection of all individuals (Level 3)

Elements of Competence

- HSC35a** Develop supportive relationships that promote choice and independence
- HSC35b** Respect the diversity and difference of individuals and key people
- HSC35c** Contribute to the protection of all individuals

About this unit

For this unit you are expected to protect individuals whilst respecting their diversity, difference, preferences and choice.

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.

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 include: 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; bullying; abuse; reckless behaviour.

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 are embedded in this unit and should be applied in your practice and through your knowledge demonstrated in any other standard you are working towards.

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, 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 that meets their needs, takes account of their choices and also protects them• 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
Signs and symptoms of danger, harm and abuse	Physical, behavioural and emotional indicators which may signify possible danger, harm and abuse.

HSC35a Develop supportive relationships that promote choice and independence

Performance Criteria

You need to show that,

1. you develop and maintain relationships that promote the views, preferences and independence of **individuals** and **key people**
2. you support individuals to communicate their views and preferences regarding their current and future health and well-being needs and priorities
3. you work with individuals to identify the care and support:
 - they can and wish to undertake themselves
 - that can be provided through the individual's support networks
 - that needs to be provided by yourself and **others** within and outside your organisation
4. you provide **active support** to meet the holistic needs and preferences of individuals
5. you carry out the activities for which you are responsible in ways that:
 - promote individuals' rights and preferences
 - complement and support the activities of individuals, key people and others within and outside your organisation
6. you support the rights of individuals and key people to access information and resources to meet their needs and preferences
7. you work to resolve conflicts, seeking additional support and advice in areas that are outside your competence to deal with
8. you support and respond appropriately to individuals and key people making comments and complaints about their care

HSC35b Respect the diversity and difference of individuals and key people

Performance Criteria

You need to show that,

1. you respect the dignity and privacy of individuals and key people
2. you treat and value each person as an individual and ensure that the support you give takes account of the their needs and preferences
3. you work with individuals and key people in ways that provide support that is consistent with individuals' beliefs, culture, values and preferences
4. you provide active support to enable individuals to participate in activities and maintain their independence
5. you support others with whom you work, to work in ways that:
 - recognise and respect individuals' beliefs and preferences
 - take account of individuals' preferences in everything they do
 - acknowledge and respect diversity and difference

6. you reflect on, and challenge:
 - your own assumptions, behaviour and ways of working
 - the assumptions of others, their behaviour and ways of working
 - procedures, practices and information that are discriminatory
7. you seek advice when you are having difficulty promoting equality and diversity

HSC35c Contribute to the protection of all individuals

Performance Criteria

You need to show that,

1. you use all available information to identify the **risks** of actual and likely **danger, harm** and **abuse** for individuals, key people and others with whom you work
2. you ensure that:
 - your own practice and actions are sensitive to situations, issues and behaviour that may lead to the danger, harm and abuse of individuals and key people
 - you provide necessary protection for individuals, balancing their rights and those of key people, and taking account of any restrictions placed upon anyone
 - you recognise and challenge dangerous, abusive, discriminatory or exploitative behaviour appropriately
3. you recognise **signs and symptoms of danger, harm and abuse** and use your organisation's systems and procedures to report these
4. you develop relationships in which individuals are able to express their fears, anxieties, feelings and concerns without worry of ridicule, rejection or retribution
5. you respond appropriately to disclosures of risk of danger, harm and abuse, avoiding actions that could adversely affect the use of evidence in future investigations and court
6. you support individuals and key people to understand your responsibilities to:
 - pass on information about actual and likely danger, harm and abuse
 - protect them and others from danger, harm and abuse
7. you use supervision and support to enable you to cope with your thoughts and feelings about any suspected and/or disclosed danger, harm and abuse
8. you complete accurate, timed and dated records and reports, on suspicions of danger, harm and abuse:
 - within confidentiality agreements
 - according to legal and organisational requirements
 - that avoid statements that could adversely affect the use of evidence in future investigations and court

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
2. how to provide active support and place the preferences and best interest of individuals at the centre of everything you do
3. dilemmas between:
 - individuals' rights and their responsibilities for their own care and protection, the rights and responsibilities of key people and your role and responsibilities for their care and protection
 - individuals' views, preferences and expectations and how these can and are being met
 - your own values and those of the individuals and key people
 - your own professional values and those of others within and outside your organisations
4. how to work in partnership with individuals, key people and those within and outside your organisation to enable the individuals' needs, wishes and preferences to be met
5. methods that are effective:
 - in promoting equality and diversity
 - when dealing with and challenging discrimination

Legislation and organisational policy and procedures

6. codes of practice and conduct, and standards and guidance relevant to your own and the roles, responsibilities, accountability and duties of others for valuing and respecting individuals and key people, taking account of their views and preferences and protecting them from danger, harm and abuse
7. 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
 - dealing with comments and complaints
 - health and safety
 - the protection of yourself, individuals, key people and others from danger, harm and abuse

- working with others to provide integrated services
8. practice and service standards relevant to your work setting and relating to valuing and respecting individuals and key people, taking account of their views and preferences and protecting them from danger, harm and abuse
 9. how to access records and information on the needs, views and preferences of individuals and key people
 10. the purpose of, and arrangements for your supervision and appraisal

Theory and practice

11. how and where to access information and support that can inform your practice relating to valuing and respecting people, taking account of their views and preferences and protecting them from danger, harm and abuse
12. theories relevant to the individuals with whom you work, about:
 - human growth and development
 - identity and self-esteem
 - loss and change
 - power and how it can be used and abused
13. the effects of stress and distress
14. role of relationships and support networks in promoting the well-being of individuals
15. factors that affect the health, well-being, behaviour, skills, abilities and development of individuals and key people with whom you work
16. methods of supporting individuals to:
 - express their needs and preferences
 - understand and take responsibility for promoting their own health and care
 - identify how their care needs should be met
 - assess and manage risks to their health and well-being
17. factors that may lead to danger, harm and abuse
18. how to protect yourself, individuals, key people and others with whom you work from danger, harm and abuse
19. signs and symptoms of danger, harm and abuse
20. correct actions to take when you suspect danger, harm and abuse or where it has been disclosed
21. the types of evidence that are valid in investigations and court, actions and statements that could contaminate the use of evidence
22. methods that are effective in forming, maintaining and ending relationships with individuals and key people
23. different ways of communicating with individuals, families, carers, groups and communities about choice, well-being and protection