

HSC356 Support individuals to deal with relationship problems (Level 3)

Elements of Competence

- HSC356a** Support individuals to assess relationship problems
- HSC356b** Support individuals to overcome relationship problems
- HSC356c** Work with individuals to evaluate relationship issues, problems and support

About this unit

For this unit you need to support individuals who have difficulty in forming and maintaining relationships.

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.

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
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 the way they choose• access information about themselves• communicate using their preferred methods of communication and language

HSC356a Support individuals to assess relationship problems

Performance Criteria

You need to show that,

1. you work with **others** to access information and advice about **individuals'** potential relationship problems and their causes
2. you seek information to help you support individuals to address relationship problems
3. you support individuals to:
 - identify their relationship needs
 - communicate any problems they believe they have in their relationships
 - identify the perceived causes of the relationship problems
4. you support individuals and other **key people** to identify the effects that relationships with specific people and groups may have on their own well-being and that of others
5. you work with individuals to agree the amount and type of support they need
6. you seek additional help, support and advice from appropriate people and organisations, when you are unable to deal with the relationship issues and problems

HSC356b Support individuals to overcome relationship problems

Performance Criteria

You need to show that,

1. you support individuals to:
 - decide the best way to contact the people they wish to develop and maintain contacts with
 - decide how they can develop, build and maintain relationships
 - identify any perceived obstacles, including legal and other requirements and conditions
 - deal with their fears and anxieties when preparing to make contact and build relationships
2. you support individuals to identify ways in which they can help themselves to overcome relationship problems
3. you make facilities available for contact, and support individuals to use them
4. you encourage individuals to keep appropriate contact with others between meetings
5. you support individuals to find ways to manage conflicts and tensions in relationships
6. you work with individuals to plan how they can remove themselves from destructive, damaging and abusive relationships

7. you seek additional advice and support where the individual's behaviour, condition or situation gives cause for concern and is outside your competence to deal with
8. you seek additional help, support and advice from appropriate people and organisations, when you are unable to help the individuals to overcome relationship problems

HSC356c Work with individuals to evaluate relationship issues, problems and support

Performance Criteria

You need to show that,

1. you work with individuals and key people to identify how they can participate in the evaluation
2. you support individuals to evaluate:
 - their relationship needs and any support that has been given to them to overcome relationship problems
 - the level and type of support they require to maintain appropriate contacts and build relationships
 - the benefits and detrimental effects of making, being involved in and maintaining contacts with significant people in their lives
3. you collate feedback and contribute to the evaluation of the individuals' relationship problems and actions taken to overcome these
4. you record and report actions, processes and outcomes from working with individuals to address relationship problems, within confidentiality agreements and taking account of 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 when supporting individuals to overcome relationship problems
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 dealing with relationship problems
3. 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 overcome relationship problems
4. how to support individuals to meet their relationship needs:
 - inclusively
 - in ways that do not discriminate
 - in ways which take account of their rights and preferences
 - in ways that acknowledges cultural, ethnic, spiritual, social and language backgrounds and their gender and sexual preferences

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 supporting individuals to overcome relationship problems
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
 - health and safety
 - risk assessment and management
 - protecting individuals from danger, harm and abuse
 - supporting individuals to overcome relationship problems
 - working with others to provide integrated services
7. practice and service standards relevant to your work setting and for supporting individuals with relationship problems and the boundaries of your own relationships with individuals and key people
8. how to access records and information on the needs, views and preferences of individuals and key people regarding relationship problems

Theory and practice

9. how and where to access information and support that can inform your practice about supporting individuals to overcome relationship problems
10. how you can access, review and evaluate information about relationships and problems associated with these, generally and for the specific individuals with whom you work
11. government reports, inquiries and research relevant to supporting individuals to deal with relationships and problems arising from these
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 relationships
 - identity, self-esteem and self-image and how this can be affected by difficulties in developing and maintaining relationships
13. social and psychological factors that can affect relationships
14. the ways in which relationships are formed, may change and can be ended and the effect this may have on individuals and the role they have in promoting the individuals' well-being
15. how power and influence can be used and abused when supporting individuals to overcome relationship problems and how relationship problems might make individuals vulnerable to being exploited by others
16. types of relationships that can be beneficial and those that can be detrimental to the individuals with whom you are working
17. situations when individuals, key people and others may be at risk from relationships and how to assess and deal with these
18. actions and conditions that might enhance and inhibit the relationship difficulties of individuals and ways of resolving difficult relationship issues
19. role of relationships and social networks in promoting the well-being of the individuals with whom you work
20. methods of working with individuals to maintain or end relationships and the importance, benefits and methods of ensuring individuals understand the need to:
 - maintain relationships with individuals and networks
 - move on from old relationships
 - form and maintain new relationships
 - avoid contact with those people and groups where limitations have been placed upon them
21. issues that are likely to arise when supporting individuals to develop, maintain and move on from contacts and relationships and how to support the individuals to deal with these
22. how to work in partnership with individuals, key people and those within and outside your organisation to enable the individual's relationship problems to be addressed
23. the support you may need when dealing with those who have difficult relationships and how to access this
24. factors influencing roles, relationships and communication within families
25. the physical conditions and emotional factors which may have an effect on relationships

