

## **HSC366 Support individuals to represent their own needs and wishes at decision making forums (Level 3)**

### **Elements of Competence**

- HSC366a** Support individuals to identify and access information to enable them to represent their own needs and wishes
- HSC366b** Support individuals to plan, prepare and present their needs and wishes
- HSC366c** Support individuals to review their experiences and the outcomes

### **About this unit**

For this unit you need to support individuals to represent their own needs and wishes at decision-making forums.

### **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.

**Decision making forums** can be: informal; formal; and include case conferences; appeal panels; court proceedings.

**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 people<sup>1</sup> 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 statement<sup>2</sup>, 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.

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<sup>1</sup> 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

<sup>2</sup> 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.**

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<b>Active support</b>	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
<b>Decision making forums</b>	Hearings and events where decisions are likely to be made about the individual, their situation and/or their family
<b>Individuals</b>	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
<b>Key people</b>	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
<b>Others</b>	Are other people within and outside your organisation that are necessary for you to fulfil your job role
<b>Rights</b>	The rights that individuals have to: <ul style="list-style-type: none"><li>• be respected</li><li>• be treated equally and not be discriminated against</li><li>• be treated as an individual</li><li>• be treated in a dignified way</li><li>• privacy</li><li>• be protected from danger and harm</li><li>• be cared for in a way they choose</li><li>• access information about themselves</li><li>• communicate using their preferred methods of communication and language</li></ul>

**HSC366a** Support individuals to identify and access information to enable them to represent their own needs and wishes

### Performance Criteria

You need to show that,

1. you support individuals and key people to understand the nature, proceedings and role and responsibilities of the **decision making forums** that they wish to represent their needs and wishes at
2. you support **individuals** to:
  - identify and communicate their needs and wishes and any information that would help them to present these
  - decide the outcomes they want to achieve
  - identify and communicate what information they have about their present situation and where there are gaps
3. you agree with individuals and **key people**:
  - what information they will be responsible for accessing
  - what you will be responsible for accessing
4. you support individuals and key people to:
  - collect, collate and analyse the information the individual will need to present their needs and wishes
  - identify any gaps and help individuals fill the gaps, as far as possible
5. you work with individuals in ways which respect their experience, expertise, background, culture and beliefs
6. you provide feedback to individuals where they seek your advice
7. where you are unable to provide appropriate feedback, you access other relevant support for individuals

**HSC366b** Support individuals to plan, prepare and present their needs and wishes

### Performance Criteria

You need to show that,

1. you support individuals and key people to review the options available for the individual's presentation, taking account of the context in which the presentation will be made
2. you agree with individuals your role and responsibilities, if any, in supporting them to represent their needs and wishes
3. you support individuals and key people to:
  - identify how the information they need is collected and used by the individual
  - identify any specialist expertise or equipment they need to represent their needs and wishes
  - rehearse what they will say to support their needs and wishes
  - identify perceived problems and how these may be overcome
4. you provide **active support**, as agreed, to enable individuals to represent their own needs and wishes at decision making forums

**HSC366c** Support individuals to review their experiences and the outcomes

### **Performance Criteria**

You need to show that,

1. you support individuals, key people and **others** to:
  - review their experience of the presentation
  - analyse the strengths of the presentation, and areas of difficulty
2. you work with all involved to:
  - review and understand the key messages, decisions and outcomes from the decision making forum
  - agree actions when the outcomes were in favour of the individuals
  - agree what action should be taken, and by whom, to remedy any negative effects when the outcomes were not in the individual's favour
3. you ensure that all involved have a record of the outcome and decisions in an accessible and appropriate form
4. you record and report the processes and outcomes, outlining any implications for the individuals and the key people, 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 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 present their own needs and wishes at decision making forums
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 present their own needs and wishes at decision making forums
3. how to work in partnership with individuals, key people and those within and outside your organisation to enable individuals to present their own needs and wishes at decision making forums
4. how to deal with and challenge discrimination regarding the individuals representing themselves and presenting their own needs and wishes at decision making forums

### **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 represent their own needs and wishes at decision making forums
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 present their own needs and wishes at decision making forums
7. practice and service standards relevant to your work setting and for supporting individuals to represent their own needs and wishes at decision making forums

## Theory and practice

8. how and where to access information and support that can inform your practice when supporting individuals to represent their own needs and wishes at decision making forums
9. how you can access, review and evaluate information about decision making forums, the type of presentations required, the individuals best interest in terms of supporting individuals to represent their own needs and wishes at decision making forums
10. government reports, inquiries and research relevant to individuals representing their own needs and wishes at decision making forums
11. how power and influence can be used and abused when working with individuals who wish to represent their own needs and wishes at decision making forums
12. methods of:
  - supporting individuals to identify and express their needs and preferences they wish to present at decision making forums
  - understand how any risks associated with the decisions being made will need be addressed in their presentation
  - supporting individuals to identify and agree the outcomes they want to achieve
  - supporting individuals to use information from different sources in their presentation
  - supporting individuals to prepare for and plan presentations
  - supporting individuals to identify how their presentation of their needs and wishes is likely to impact on others
  - providing feedback that sustain the individual's confidence and independence
  - reviewing the outcomes of the presentations with the individual
  - reviewing with the individuals' your contribution to the process
13. procedures through which individuals can contest the records of a presentation
14. how to work in partnership with individuals, key people and those within and outside your organisation to enable the individuals to identify and present their needs, wishes and preferences
15. factors that can affect the individual's ability to present their own needs and wishes at decision making forums and how to promote individuals' capacity to identify and present their own needs and wishes
16. the role of independent advocates and interpreters in enabling individuals to present their own needs and wishes
17. how to use role play and rehearsals to support individuals to prepare for and to make presentations
18. resources to which individuals can have access to enable them to make presentations of their needs and wishes
19. recording, reporting and other documentary requirements related to the preparations for, procedures within and outcomes from decision making forums and how to communicate these to individuals, key people and others in ways that can be understood by all

