

HSC368 Present individuals' needs and preferences (Level 3)

Elements of Competence

- HSC368a** Identify, with individuals, the needs and preferences they want you to present
- HSC368b** Act with and on behalf of individuals, according to their needs and wishes
- HSC368c** Support individuals to review the effectiveness of the representation

About this unit

For this unit you need to present the individuals' needs and preferences.

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 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
Decision making forums	Hearings and events where decisions are likely to be made about the individual, their situation and/or their family
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

HSC368a Identify, with individuals, the needs and preferences they want you to present

Performance Criteria

You need to show that,

1. you seek and acquire information about the procedures and practices of the **decision making forums** at which you will be representing the individual's needs
2. you work with individuals to assess their needs and preferred outcomes from your representation
3. you support individuals to understand, identify and communicate their needs, preferences and options for the representation
4. you provide active support to enable individuals to participate in the decision-making about their representation
5. you check your understanding of the needs and preferences of what these needs are and how you will represent their needs and preferences
6. you clarify and make necessary changes where you or the individuals have misunderstood anything or think something needs changing
7. you ensure that neither you nor the individuals will be compromised by your working on their behalf
8. where you feel you cannot represent the individual, you make clear your reasons for this and agree the best alternative
9. you record and report the processes, agreements and outcomes, within confidentiality agreements and according to legal and organisational requirements

HSC368b Act with and on behalf of individuals, according to their needs and wishes

Performance Criteria

You need to show that,

1. you identify the purpose, scope and goals of the representation
2. you identify methods, gather sufficient information, and evaluate key points to enable you to act on behalf of the individuals
3. you prepare a case that represents the best interests of the individuals, ensuring that the case represents their views and preferences
4. you support individuals to understand the preparations you have made and agree the best representation with individuals
5. you take note of differences of opinion, ensuring that the individuals' views are clearly represented
6. you support individuals to understand the procedures, practices and likely outcomes from the representation
7. you ensure that representation and actions taken on behalf of individuals accurately represent their values, needs, preferences and interests
8. you communicate the processes and outcomes from your representation in ways that can be understood by the individuals

9. you record the processes and outcomes from the representation within confidentiality agreements and according to legal and organisational requirements

HSC368c Support individuals to review the effectiveness of the representation

Performance Criteria

You need to show that,

1. you encourage individuals to participate in monitoring and assessing the effectiveness of representation arrangements
2. you support individuals to:
 - evaluate the outcomes achieved against the outcomes they wished to achieve
 - identify any changes required to the representation
3. you explore any concerns you and individuals have about the effectiveness of the representation
4. you support individuals to agree any actions that should be taken in relation to their concerns
5. you seek and acquire advice from **others**, when the representation has not gone according to plan or individuals have raised concerns
6. you record and report on the representation, its effectiveness and any changes, 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 representing the needs and preferences of individuals
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 the representation of their needs and wishes
3. the rights of individuals to access advocacy and independent support
4. how to work in partnership with individuals, key people and those within and outside your organisation to provide effective representation of individuals
5. how to deal with and challenge discrimination when representing individuals

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 when representing the needs and wishes of individuals
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
 - representing individuals
8. practice and service standards relevant to your work setting and for representing the needs and preferences of individuals
9. how to access records and information relevant to the individual's needs and circumstances that will enable you to better represent the individual's needs and preferences

Theory and practice

10. how and where to access information and support that can inform your practice when representing the needs and preferences of individuals
11. how you can access, review and evaluate information:
 - on the decision making forums at which you will be representing the individuals' views
 - that needs to be presented
12. government reports, inquiries and research relevant to representing individuals' needs and preferences at the decision making forum where you will be presenting the individuals' needs and wishes
13. how power and influence can be used and abused when representing the needs and preferences of individuals
14. methods of:
 - understand how any risks associated with the decisions being made will need be addressed in the presentation
 - preparing for and planning representations generally, and specifically for the decision making forum that you will be representing the individual's needs at
 - 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
15. the role of independent advocates and interpreters in enabling individuals to present their own needs and wishes
16. working in ways that actively support individuals to identify their needs and the outcomes they want to achieve
17. promoting the participation of individuals in making decisions about what representations they want to make and how this should be done
18. identifying, with individuals, whether or not it is appropriate for you to make the representations
19. presenting representations on behalf of individuals in ways that enable them to retain as much control over their lives as possible
20. monitoring and reviewing the effectiveness of the representation with individuals and others