

# SCDHSC0224

## Monitor the condition of individuals



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### Overview

This standard identifies the requirements when you monitor the health and well-being of individuals with specific health conditions. This includes observing the condition of individuals over time, completing records and reports on changes observed and adjusting monitoring and reporting processes to take account of changes.

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### Performance criteria

#### Monitor individuals' conditions through observation

*You must be able to:*

- P1 examine relevant records about the **individual's** condition to ensure that you understand how this may affect their physical and emotional state and their behaviour
- P2 check with appropriate people, records and documents what observations you are required to make to monitor the individual's condition and well-being
- P3 support the individual to understand the reasons for and importance of particular monitoring processes
- P4 follow monitoring and **observation procedures** as required by the work setting and the individual's **care or support plan**
- P5 ensure that you observe and monitor the individual in a way that avoids causing them concern
- P6 observe the individual's condition to identify whether their condition is as identified within the care or support plan
- P7 use your observations to identify any serious, sudden or unexpected changes in the individual's condition

#### Complete records and reports on changes in the condition of individuals

*You must be able to:*

- P8 identify requirements for recording and reporting on changes in the individual's condition and well-being
- P9 follow precisely any instructions for recording the individual's condition that deviate from normal procedures
- P10 clarify with the appropriate people any issues with or changes in recording requirements that you are not sure about
- P11 record changes ensuring that all required details are completed accurately, according to work setting requirements and specific requirements within the individual's care or support plan
- P12 **report** immediately and to the appropriate people any changes that raise concerns about the individual's health and well-being

#### Adjust monitoring processes to address individuals' changing conditions

*You must be able to:*

- P13 discuss the outcomes from observations, monitoring and recording with appropriate people
- P14 work with appropriate people to identify any changes in the care and support of the individual that might be required in the light of observations
- P15 work with appropriate people to identify how monitoring processes may need to be adjusted to take account of changes in the

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- individual's condition, care and support
- P16 take careful note of any instructions you are given for adjustments in observing, monitoring and reporting to address the individual's changing needs and condition
  - P17 clarify and check your understanding of the instructions you have been given
  - P18 follow the instructions you have been given precisely
  - P19 report on processes and outcomes from changes made within confidentiality agreements, according to legal and work setting requirements and as required by any specific instructions given

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### Knowledge and understanding

*You need to know and understand:*

#### Rights

- K1 work setting requirements on equality, diversity, discrimination and human rights
- K2 your role supporting rights, choices, wellbeing and active participation
- K3 your duty to report anything you notice people do, or anything they fail to do, that could obstruct individuals' rights
- K4 the actions to take if you have concerns about discrimination
- K5 the rights that individuals have to make complaints and be supported to do so

#### How you carry out your work

*You need to know and understand:*

- K6 codes of practice, standards, frameworks and guidance relevant to your work and the content of this standard
- K7 the main items of legislation that relate to the content of this standard within your work role
- K8 your own background, experiences and beliefs that may affect the way you work
- K9 your own roles and responsibilities with their limits and boundaries
- K10 who you must report to at work
- K11 the roles and responsibilities of other people with whom you work
- K12 how to find out about procedures and agreed ways of working in your work setting
- K13 how to make sure you follow procedures and agreed ways of working
- K14 the meaning of person centred/child centred working and the importance of knowing and respecting each as an individual
- K15 the prime importance of the interests and well-being of individuals
- K16 the individual's cultural and language context
- K17 how to work in ways that build trust with people
- K18 how to work in ways that support the active participation of individuals in their own care and support
- K19 how to work in ways that respect individuals' dignity, personal beliefs and preferences
- K20 how to work in partnership with people
- K21 what you should do when there are conflicts and dilemmas in your work
- K22 how and when you should seek support in situations beyond your experience and expertise

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### Theory for practice

*You need to know and understand:*

- K23 the **factors that may affect the health, wellbeing and development** of individuals you care for or support
- K24 how these affect individuals and how they may affect different individuals differently
- K25 the main stages of human development

### Communication

*You need to know and understand:*

- K26 factors that can have a positive or negative effect on the way people communicate
- K27 different methods of communicating

### Personal and professional development

*You need to know and understand:*

- K28 why it is important to reflect on how you do your work
- K29 how to use your reflections to improve the way you work

### Health and Safety

*You need to know and understand:*

- K30 your work setting policies and practices for health, safety and security
- K31 practices that help to prevent and control infection in the context of this standard

### Safe-guarding

*You need to know and understand:*

- K32 the duty that everyone has to raise concerns about possible harm or abuse, poor or discriminatory practices
- K33 signs and symptoms of harm or abuse
- K34 how and when to report any concerns about abuse, poor or discriminatory practice, resources or operational difficulties
- K35 what to do if you have reported concerns but no action is taken to address them

### Handling information

*You need to know and understand:*

- K36 legal requirements, policies and procedures for the security and confidentiality of information
- K37 work setting requirements for recording information and producing reports including the use of electronic communication

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- K38 what confidentiality means
- K39 how to maintain confidentiality in your work
- K40 when and how to pass on information

### Specific to this NOS

*You need to know and understand:*

- K41 the reasons for observing, monitoring and recording the conditions of individuals and the possible consequences for the individual, yourself and others if you do not carry out these activities according to instructions
- K42 different methods of observing and monitoring individuals and recording the results
- K43 why individuals with particular conditions need to be observed and their observations recorded at specific time and in particular ways
- K44 actions to take and who to contact if there are key changes in the conditions of individuals
- K45 the type of changes in individuals that would give rise for concern
- K46 how to respond to the preferences of individuals if they are in conflict with the activities for which you are responsible

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### Additional Information

#### Scope/range related to performance criteria

The details in this field are explanatory statements of scope and/or examples of possible contexts in which the NOS may apply; they are not to be regarded as range statements required for achievement of the NOS.

Note: Where an individual finds it difficult or impossible to express their own preferences and make decisions about their life, achievement of this standard may require the involvement of advocates or others who are able to represent the views and best interests of the individual.

Where there are language differences within the work setting, achievement of this standard may require the involvement of interpreters or translation services.

**A care or support plan** is a formal plan that must be developed and agreed with the individual and/or those who are able to represent the individual's best interests. It addresses the holistic needs of the individual and contains information on all aspects of that person's care requirements. The care or support plan must underpin the individual's care and support within any health or social care setting.

The **individual** is the person you support or care for in your work

**Observation procedures** will include the timing and type of observations to be carried out

To **report** may include making verbal reports or completing written records and must follow work setting requirements

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### Scope/range related to knowledge and understanding

The details in this field are explanatory statements of scope and/or examples of possible contexts in which the NOS may apply; they are not to be regarded as range statements required for achievement of the NOS.

**All knowledge statements must be applied in the context of this standard.**

**Factors that may affect the health, wellbeing and development of individuals** may include adverse circumstances or trauma before or during birth; autistic spectrum conditions; dementia; family circumstances; frailty; harm or abuse; injury; learning disability; medical conditions (chronic or acute); mental health; physical disability; physical ill health; poverty; profound or complex needs; sensory needs; social deprivation; substance misuse

### Values

Adherence to codes of practice or conduct where applicable to your role and the principles and values that underpin your work setting, including the rights of children, young people and adults. These include the rights:

To be treated as an individual

To be treated equally and not be discriminated against

To be respected

To have privacy

To be treated in a dignified way

To be protected from danger and harm

To be supported and cared for in a way that meets their needs, takes account of their choices and also protects them

To communicate using their preferred methods of communication and language

To access information about themselves



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