

# SCDHSC0343

## Support individuals to live at home



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### Overview

This standard identifies the requirements when you support individuals to continue living in their own home. This includes supporting individuals to develop their own personal resources and working with them to access additional resources, services and facilities. It also includes supporting individuals to review the support and services they use and to identify changes needed to enable them to continue to live at home.

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### Performance criteria

#### Support individuals to develop their personal resources for living at home

*You must be able to:*

- P1 work with the **individual** to identify **aspects of their lives** and **risks** that need to be considered in relation to them living at home
- P2 support the individual to identify strengths and skills they have which can enable them to live at home
- P3 work with the individual and **key people** to identify the support that is available within their personal networks
- P4 access information and support that will help the individual to meet their own needs and manage risks
- P5 pass on information to the individual and key people using their preferred forms of **communication**
- P6 identify resources that could help the individual to develop skills to manage their domestic, personal, social and financial affairs, including any risks identified
- P7 support the individual to select their preferred resources for developing their skills
- P8 work in ways that promote **active participation** to help the individual access the resources they select
- P9 work with the individual, key people and **others** to adapt to changes in the individual's health or their financial, social or legal position

#### Work with individuals to access additional support and resources

*You must be able to:*

- P10 review with the individual and key people information about the range of **resources, services and facilities** available to support the individual to live at home
- P11 work with the individual to select their preferred options for resources, services and facilities
- P12 support the individual and key people to identify who will be responsible for accessing the selected options
- P13 work in ways that promote active participation to help the individual and key people complete paperwork to access resources, services and facilities
- P14 gain permission from the individual and key people to provide relevant information about the individual where needed to secure resources, services and facilities
- P15 introduce the individual to new resources, services and facilities

#### Work with individuals to review support enabling them to live at home

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*You must be able to:*

- P16 agree with the individual, key people and others the methods and timescales for review and evaluation of support to enable the individual to live at home
- P17 encourage the individual and key people to give feedback on support, resources, services and facilities
- P18 support the individual and key people to identify any changes that could improve their wellbeing and enable them to continue living at home
- P19 access further information likely to be useful when reviewing possible changes to enable individuals to continue living at home
- P20 work with the individual and key people to evaluate the strengths and limitations of the changes proposed
- P21 work with the individual and key people to evaluate any risks that need to be managed
- P22 work with the individual, key people and others to agree changes to support, resources, services and facilities
- P23 complete records and reports about the review process in accordance with legal and work setting requirements

### Knowledge and understanding

*You need to know and understand:*

#### Rights

- K1 legal and work setting requirements on equality, diversity, discrimination and human rights
- K2 your role in promoting individuals' rights, choices, wellbeing and active participation
- K3 your duty to report any acts or omissions that could infringe the rights of individuals
- K4 how to deal with and challenge discrimination
- K5 the rights that individuals have to make complaints and be supported to do so

*You need to know and understand:*

#### Your practice

- K6 legislation, statutory codes, standards, frameworks and guidance relevant to your work, your work setting and the content of this standard
- K7 your own background, experiences and beliefs that may have an impact on your practice
- K8 your own roles, responsibilities and accountabilities with their limits and boundaries
- K9 the roles, responsibilities and accountabilities of others with whom you work
- K10 how to access and work to procedures and agreed ways of working
- K11 the meaning of person-centred/child centred working and the importance of knowing and respecting each person as an individual
- K12 the prime importance of the interests and well-being of the individual
- K13 the individual's cultural and language context
- K14 how to build trust and rapport in a relationship
- K15 how your power and influence as a worker can impact on relationships
- K16 how to work in ways that promote active participation and maintain individuals' dignity, respect, personal beliefs and preferences
- K17 how to work in partnership with individuals, key people and others
- K18 how to manage ethical conflicts and dilemmas in your work
- K19 how to challenge poor practice
- K20 how and when to seek support in situations beyond your experience and expertise

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### Theory

*You need to know and understand:*

- K21 the nature and impact of **factors that may affect the health, wellbeing and development of individuals** you care for or support
- K22 theories underpinning our understanding of human development and factors that affect it

### Personal and professional development

*You need to know and understand:*

- K23 principles of reflective practice and why it is important

### Communication

*You need to know and understand:*

- K24 factors that can affect communication and language skills and their development in children, young people adults
- K25 methods to promote effective communication and enable individuals to communicate their needs, views and preferences

### Health and Safety

*You need to know and understand:*

- K26 your work setting policies and practices for monitoring and maintaining health, safety and security in the work environment
- K27 practices for the prevention and control of infection

### Safe-guarding

*You need to know and understand:*

- K28 the responsibility that everyone has to raise concerns about possible harm or abuse, poor or discriminatory practices
- K29 indicators of potential harm or abuse
- K30 how and when to report any concerns about abuse, poor or discriminatory practice, resources or operational difficulties
- K31 what to do if you have reported concerns but no action is taken to address them

### Handling information

*You need to know and understand:*

- K32 legal requirements, policies and procedures for the security and confidentiality of information
- K33 legal and work setting requirements for recording information and producing reports
- K34 principles of confidentiality and when to pass on otherwise confidential information

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*You need to know and understand:*

### **Specific to this NOS**

- K35 how and where to access information and support that can inform your practice when supporting individuals to live at home
- K36 the range of resources, services and facilities available to meet the needs and preferences of the individuals you support
- K37 how you can access, review and evaluate information about resources, services and facilities relevant to the needs and preferences of individuals
- K38 theories relevant to the individuals with whom you work about how living at home can affect individuals' sense of identity, their self-esteem and their self-image
- K39 how power and influence can be used and abused when supporting individuals live at home and accessing resources, services and facilities
- K40 the role of relationships and support networks in promoting the well-being of the individuals and enabling them to live at home
- K41 how to access information about benefits and allowances that you can provide to individuals and key people
- K42 where to access advice on financial planning

### 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.

**Active participation** is a way of working that regards individuals as active partners in their own support or support rather than passive recipients. Active participation recognises each individual's right to participate in the activities and relationships of everyday life as independently as possible

**Aspects of their life** may include those relating to personal, physical, emotional, financial, social, spiritual, environmental and health and safety needs

**Communication** may include 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

The **individual** is the adult, child or young person you support or care for in your work

**Key people** are those who are important to an individual and who can make a difference to his or her well-being. Key people may include family, friends, carers and others with whom the individual has a supportive relationship.

**Others** are your colleagues and other professionals whose work contributes to the individual's well-being and who enable you to carry out your role

**Resources** could be financial, physical (including materials and equipment) or human resources to make changes to the environment,.

A **risk** takes account of the likelihood of a hazard occurring and may include the possibility of danger, damage and destruction to the environment and goods; the possibility of injury and harm to people

**Services and facilities** could include services provided to individuals' homes such as meals on wheels; services to meet individuals' personal care needs; therapeutic services; services provided to enable individuals to meet their social care needs; transport; amenities outside the individual's place of residence such as day care provision; support groups.

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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



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