

SCDHSC0367

Support individuals to access independent representation and advocacy



Overview

This standard identifies the requirements when you help individuals to access independent representation and advocacy to meet their representational needs. This includes supporting individuals to identify their representational needs, to select independent representation and advocacy and to evaluate the services they have used.

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Performance criteria

Support individuals to identify their representational needs

You must be able to:

- K1 access information on assessing when independent representation and advocacy services can best meet the needs of **individuals**
- K2 work in ways that promote the **active participation** of the individual when identifying how their preferences and needs can best be represented
- K3 support the individual to identify and **communicate** how they could benefit from being independently represented or having someone advocate on their behalf
- K4 work with the individual to identify the purpose of any independent representation or advocacy
- K5 support the individual to assess the advantages and disadvantages of involving an independent representative or advocate to represent their views
- K6 work with the individual to identify the processes and procedures involved in activities for which they may wish to be independently represented or have an advocate represent their views
- K7 support the individual and **key people** to make an informed decision about whether independent representation or advocacy services would be useful in helping to meet the individual's representational needs
- K8 seek advice and support from appropriate people and organisations when you are unsure of how best to support the individual's wishes

Support individuals to select independent representation and advocacy

You must be able to:

- K9 work with the individual to identify the specific areas where they might benefit from the support of an independent representative or advocate
- K10 work with the individual to identify the skills and abilities an independent representative or advocate would need to enable the individual's views to be fully represented
- K11 support the individual to identify the type of advocacy they want
- K12 explore with the individual the range of people who might be able to act appropriately as an advocate for them
- K13 work with the individual to identify possible areas of conflict between themselves and potential advocates
- K14 approach the potential advocates or advocacy service on the individual's behalf, where they do are unable to do so themselves or where this is their preference
- K15 support the individual to confirm that potential advocates are able and willing to represent the individual appropriately

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- K16 introduce potential advocates to the individual
- K17 support the individual to select from potential advocates, working in ways that promote active participation
- K18 assure the individual that it is their choice which advocate to choose and that they do not need to choose any of the potential advocates if they do not want to
- K19 confirm with the individual their decisions about selecting an independent advocate
- K20 where conflicts and problems emerge that you are unable to resolve, pass these on to the appropriate people
- K21 complete records and reports on advocacy arrangements in accordance with legal and work setting requirements

Support individuals to evaluate the independent representation and advocacy

You must be able to:

- K22 encourage the individual and any others included in the representation or advocacy arrangement to monitor and assess the effectiveness of the service received
- K23 support the individual to evaluate the outcomes from the independent representation or advocacy against the outcomes they wished to achieve
- K24 explore any concerns regarding the effectiveness of the independent representation or advocacy arrangements with the individual, key people and the independent representative or advocate, within confidentiality agreements and according to legal and work setting requirements
- K25 seek advice from appropriate people where there are continuing concerns regarding the independent representation or advocacy
- K26 support the individual and key people to identify any changes required to independent representation or advocacy
- K27 provide feedback on the independent representation and advocacy arrangements for the individual
- K28 complete records and reports on the effectiveness of the independent representation or advocacy, within confidentiality agreements and according to legal and work setting requirements

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Knowledge and understanding

You need to know and understand:

Rights

- K1 legal and work setting requirements on equality, diversity, discrimination and 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

Your practice

You need to know and understand:

- 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

Theory for practice

You need to know and

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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

You need to know and understand:

Personal and professional development

- K23 principles of reflective practice and why it is important

You need to know and understand:

Communication

- 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

You need to know and understand:

Health and Safety

- 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 in the context of this standard

You need to know and understand:

Safe-guarding

- 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

You need to know and understand:

Handling information

- 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

Specific to this NOS

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You need to know and understand:

- K35 how to access records and information relevant to the individual's needs and circumstances and their rights to select, access and use independent representation and advocacy
- K36 how and where to access information and support that can inform your practice when supporting individuals to identify and access independent representation and advocacy
- K37 how you can access, review and evaluate information about independent representation, advocates and advocacy services
- K38 factors that can affect the individual's ability to present their own needs and wishes and the role of independent advocates and interpreters in enabling individuals to present their own needs and wishes
- K39 factors to be taken account of when assessing whether independent representation or an advocate will be beneficial in supporting the individuals' needs and preferences
- K40 factors that affect individuals' capacity to represent their own views
- K41 theories relevant to the individuals with whom you work, about the contribution and limitations of independent representation and advocacy in promoting the individual's independence and control over their lives
- K42 methods of supporting individuals to assess their need for independent representation and advocacy
- K43 methods of providing accessible information about independent representation/ advocacy
- K44 methods of working with individuals to make an informed choice about the type of independent representation and advocacy that will be most effective in presenting what they want to achieve and how
- K45 methods of working to identify and negotiate conflicting interests which may arise with the independent representation and advocate
- K46 methods of supporting the individual to communicate their assessment of the effectiveness of the independent representation and advocacy
- K47 methods of negotiating and agreeing the role and scope of the independent representation and advocacy role with the individual

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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.

Active participation is a way of working that regards individuals as active partners in their own care 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

To **communicate** may include using the individual's preferred spoken language, the use of signs, the use of symbols or 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.

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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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