

## SCDHSC0390

# Support families in maintaining relationships in their wider social structures and environments



### Overview

This standard identifies the requirements when promoting social inclusion through supporting families to maintain relationships within their community. The requirements include promoting the use of local community services and supporting families to maintain social contacts in their community, while challenging misconceptions about those requiring health and care services.

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#### Performance criteria

#### Promote the use of community services by the families of individuals

*You must be able to:*

- P1 encourage **family members** to identify and find out about **services** within their community
- P2 support the family to identify any **barriers** to accessing services in the community
- P3 work with the family to minimise any barriers they have identified
- P4 provide **support and assistance** to enable the family to make full use of available services in their community
- P5 support the family in challenging any discrimination and barriers within services in their community
- P6 support the family in making transitions when services become unavailable or inappropriate for their needs

#### Support families to maintain social contacts

*You must be able to:*

- P7 encourage the family to express their needs for, and interests in, maintaining **social contacts** within their wider social structure
- P8 provide opportunities for the family to discuss their experience of maintaining relationships with social contacts and to raise any difficulties experienced
- P9 encourage the family to seek opportunities for positive interactions with social contacts
- P10 support the family to pursue opportunities for positive interactions with social contacts
- P11 provide the family with information and support to enable them to recognise ignorance and assumptions they may encounter about those who require health and care services
- P12 support the family to deal constructively with ignorance and assumptions about those requiring health and care services
- P13 assist the family to deal with any **problems** they experience in maintaining social contacts, in line with work setting policies and values

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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

*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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*You need to know and understand:*

### Theory

- 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

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*You need to know and understand:*

#### **Specific to this NOS**

- K35 the assumptions which can lead to discrimination against those requiring health and care services
- K36 the forms which discrimination may take, the behaviours which may be expressions of these and how they may differ between different groups and in different settings
- K37 why social contacts are important and should be encouraged in the families of people requiring health and care services
- K38 the effects of isolation on families and their relationships with social contacts
- K39 methods of encouraging individuals to maintain an interest in and engage with contacts in their wider social structures
- K40 the types of support and assistance which people may need and how to access these
- K41 sources of information on social structures and opportunities for social contact in the families' environment
- K42 factors which may exclude people from accessing wider social structures and how to deal with these
- K43 additional support mechanisms which may be needed and how to access them

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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.

**Barriers** may be physical (e.g. distance or accessibility); social/cultural; emotional/attitudinal

**Family members** are people who are legally related to the individual and those who through relationships have become an accepted part of their family

**Problems** may include physical issues (e.g. access arrangements); emotional/attitudinal factors; ignorance about mental health issues

**Services** may include social/cultural opportunities (e.g. restaurants, transport, cinemas, clubs, shops); educational opportunities (e.g. libraries, play groups); general health facilities (e.g. optician, dental, GP services, baby clinics); mental health services (e.g. community drop-in centres and other neighbourhood inclusion schemes)

**Social contacts** may be members of groups within the community (e.g. members of clubs, religious groups, neighbourhood groups); or individuals within the wider social structure (e.g. librarians, general health and care service contacts)

**Support and assistance** may include those for mobility and access; to enable effective communication; providing information; emotional and psychological support

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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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<b>Developed by</b>	Skills for Care & Development
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<b>Validity</b>	Current
<b>Status</b>	Original
<b>Originating organisation</b>	Skills for Care and Development
<b>Original URN</b>	HSC390
<b>Relevant occupations</b>	Health, Public Services and Care; Health and Social Care; Associate Professionals and Technical Occupations; Health and Social Services Officers; Health Associate Professionals; Personal Service Occupations; Healthcare and Related Personal Services
<b>Suite</b>	Health and Social Care
<b>Key words</b>	promote social inclusion, encouraging, supporting families