

SCDHSC0431

Support individuals who have experienced harm or abuse



Overview

This standard identifies the requirements when you support individuals who have experienced harm or abuse. The standard includes responding to individuals at the time they make a disclosure, leading support for those who have experienced abuse and evaluating with them the support provided.

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Performance criteria

Respond to individuals who disclose harm or abuse

You must be able to:

- P1 establish a culture and environment in which **individuals** are able to express their fears, anxieties and concerns without fear of ridicule, rejection or retribution
- P2 develop relationships in which individuals can **communicate** with you about harmful or abusive acts
- P3 ensure that individuals understand the duty that you and others have to pass on any information about **harm and abuse**
- P4 where a disclosure is made, support the individual to disclose at their own pace any harm or abuse which they have experienced
- P5 communicate with the individual in ways that take account of the stress and distress they may be experiencing
- P6 respect the individual's right to privacy and confidentiality, within legal and work setting requirements
- P7 support the individual to understand who you need to share information with and the reasons for this
- P8 seek sufficient information to confirm that an allegation or suspicion is being expressed
- P9 provide immediate support and reassurance in ways appropriate to the individual and the circumstances, taking account of **actions and statements that could adversely affect the use of evidence in future investigations**
- P10 seek additional support and services where required for the type or level of harm or abuse that has been disclosed
- P11 complete **evidence** based records and reports on disclosures of harm and abuse in an appropriate format and in ways that comply with legal, work setting and multi-agency requirements
- P12 ensure that your records and reports conform with requirements to make them capable of forming the basis of evidence in any future investigations or court proceedings
- P13 share records and reports within confidentiality agreements and according to legal, work setting, interagency and partnership requirements
- P14 ensure that you and **others** avoid actions and statements that could adversely affect the use of evidence in future investigations or court whilst giving priority to the protection of the individual
- P15 use supervision to help you reflect on what has happened, the actions taken and your thoughts and feelings about the disclosed harm or abuse
- P16 provide appropriate support for others who are aware of the

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incident, disclosure or suspicion, taking account of legal and other requirements and constraints

Lead support for individuals who have experienced harm or abuse

You must be able to:

- P17 seek information and support to enable you to work with individuals who have been harmed or abused
- P18 work in partnership with other agencies and professionals, including advocates or specialists as appropriate, to provide the best possible support for the individual
- P19 work with the individual, **key people** and others to examine implications arising from the harm or abuse the individual has experienced
- P20 support the individual to express what they want to happen as a result of intervention
- P21 work with the individual and others to agree actions that should be taken to achieve desired outcomes
- P22 work with the individual to identify how you and others can support them to come to terms with and move on from the distress, fear and anxiety that may have been caused by harm or abuse
- P23 work with others in agreed ways to provide continuing support for the individual
- P24 where the individual's behaviour and condition give cause for concern, immediately seek advice from appropriate people and organisations
- P25 complete records and reports about support for the individual, in accordance with legal and work setting requirements
- P26 share records and reports within confidentiality agreements and according to legal, work setting, interagency and partnership requirements
- P27 use supervision to discuss how you are supporting the individual and help you cope with your thoughts and feelings about the harm or abuse

Evaluate support for individuals who have experienced harm or abuse

You must be able to:

- P28 work with the individual, key people and others to evaluate whether desired outcomes have been achieved through intervention
- P29 work with the individual, key people and others to identify what could have improved the effectiveness of actions taken
- P30 work with the individual, key people and others to evaluate how far systems and processes helped to achieve desired outcomes
- P31 work with the individual, key people and others to make

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recommendations for changes to systems and processes to support interventions

P32 reflect on your own practice in relation to the intervention, identifying areas of good practice and areas for improvement

P33 identify further support, training or learning needed for yourself and others as a result of the evaluation

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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
- K6 conflicts and dilemmas that may arise in relation to rights and how to address them

Your practice

You need to know and understand:

- K7 legislation, statutory codes, standards, frameworks and guidance relevant to your work, your work setting and the content of this standard
- K8 your own background, experiences and beliefs that may have an impact on your practice
- K9 your own roles, responsibilities and accountabilities with their limits and boundaries
- K10 the roles, responsibilities and accountabilities of others with whom you work
- K11 how to access and work to procedures and agreed ways of working
- K12 the meaning of person-centred/child centred working and the importance of knowing and respecting each person as an individual
- K13 the prime importance of the interests and well-being of the individual
- K14 the individual's cultural and language context
- K15 how to build trust and rapport in a relationship
- K16 how your power and influence as a worker can impact on relationships
- K17 how to work in ways that promote active participation and maintain individuals' dignity, respect, personal beliefs and preferences
- K18 how to work in partnership with individuals, key people and others
- K19 how to manage ethical conflicts and dilemmas in your work
- K20 how to challenge poor practice
- K21 how and when to seek support in situations beyond your experience

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and expertise

You need to know and understand:

Theory

- K22 the nature and impact of **factors that may affect the health, wellbeing and development of individuals** you care for or support
- K23 theories underpinning our understanding of human development and factors that affect it

Personal and professional development

You need to know and understand:

- K24 principles of reflective practice and why it is important
- K25 your role in developing the professional knowledge and practice of others
- K26 how to promote evidence based practice

Communication

You need to know and understand:

- K27 factors that can affect communication and language skills and their development in children, young people adults
- K28 methods to promote effective communication and enable individuals to communicate their needs, views and preferences

Health and Safety

You need to know and understand:

- K29 legal and statutory requirements for health and safety
- K30 your work setting policies and practices for monitoring and maintaining health, safety and security in the work environment
- K31 practices for the prevention and control of infection in the context of this standard

Safe-guarding

You need to know and understand:

- K32 legislation and national policy relating to the safe-guarding and protection of children, young people and adults
- K33 the responsibility that everyone has to raise concerns about possible harm or abuse, poor or discriminatory practices
- K34 indicators of potential harm or abuse
- K35 how and when to report any concerns about abuse, poor or discriminatory practice, resources or operational difficulties
- K36 what to do if you have reported concerns but no action is taken to address them
- K37 local systems and multi-disciplinary procedures that relate to

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safeguarding and protection from harm or abuse

Multi-disciplinary working

You need to know and understand:

- K38 the purpose of working with other professionals and agencies
- K39 the remit and responsibilities of other professionals and agencies involved in multi-disciplinary work

Handling information

You need to know and understand:

- K40 legal requirements, policies and procedures for the security and confidentiality of information
- K41 legal and work setting requirements for recording information and producing reports
- K42 principles of confidentiality and when to pass on otherwise confidential information
- K43 how to record written information with accuracy, clarity, relevance and an appropriate level of detail
- K44 how and where information technology can and should be used for communicating, recording and reporting

Leading practice

You need to know and understand:

- K45 theories of leadership
- K46 standards of practice, service standards and guidance relating to the work setting
- K47 national and local initiatives to promote the well-being of individuals
- K48 lessons learned from government reports, research and inquiries into serious failures of health or social care practice and from successful interventions
- K49 methods of supporting others to work with and support individuals, key people and others
- K50 how to contribute to the development of systems, practices, policies and procedures
- K51 techniques for problem solving and innovative thinking

Risk management

You need to know and understand:

- K52 principles of risk assessment and risk management
- K53 principles of positive risk-taking

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Specific to this NOS

You need to know and understand:

- K54 how and where to access literature, information and support to inform your own and others' practice about supporting individuals who have experienced harm and abuse
- K55 **types of harm and abuse**
- K56 **factors that may make someone more vulnerable** to harm or abuse
- K57 theories about abuse, its disclosure and how to support those who disclose abuse
- K58 theories about how and why harm and abuse can be difficult to recognise in individuals, and factors that can contribute to this
- K59 methods of supporting others to observe individuals while working with them
- K60 common features of perpetrator behaviour and grooming
- K61 correct actions to take if harm or abuse is suspected, disclosed or alleged
- K62 the importance of identifying what outcomes individuals wish to achieve when they disclose harm and abuse
- K63 how you and others for whom you are responsible can use positive relationships to support individuals where abuse has been experienced or disclosed
- K64 methods of supporting staff to use evidence based practice in their work with individuals who have experienced harm and abuse
- K65 ways of ensuring the management of risk and the future protection of individuals
- K66 how to make adjustments to take account of the processes and outcomes of work with individuals who have experienced harm and abuse
- K67 local facilities and services for those who have experienced harm and abuse and how to access them
- K68 why it is important to ensure individuals understand the actions you take in response to disclosures and the reasons for them
- K69 types of evidence that are valid in investigations and court and actions and statements that could contaminate future evidence
- K70 the use of evidence, fact and knowledge based opinion in records and reports and why it is important to differentiate between these and make clear the source of evidence
- K71 how to protect yourself and others from harm and abuse when in a work setting or working alone

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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 statement 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.

Actions and statements that could adversely affect the use of evidence in future investigations may include asking inappropriate questions; asking leading questions; putting undue pressure on the individual; not following legal and other agreed procedures; changing information; removing information; adding information

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

Evidence may be research based evidence or knowledge based evidence

Harm and abuse may include neglect; physical, emotional and sexual abuse; financial abuse; bullying; self harm; reckless behaviour

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 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

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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 statement 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
Types of harm or abuse may include physical abuse, emotional abuse, sexual abuse, financial abuse, neglect, institutional abuse, bullying, abuse relating to social networking media.

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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