

## SCDHSC0452

Lead practice that promotes the rights, responsibilities, equality and diversity of individuals



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### Overview

This standard identifies the requirements when you lead practice to promote the rights, responsibilities, equality and diversity of individuals. This includes acting as a role model in promoting individuals' rights and responsibilities and leading practice that supports individuals to exercise their rights and responsibilities. It also includes leading practice to ensure that systems promote individuals' rights, respect diversity and encourage confidence in your organisation's capacity to promote rights.

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### Performance criteria

#### Act as a role model in promoting the rights and interests of individuals

*You must be able to:*

- P1 ensure that your own actions always demonstrate respect for the dignity and privacy of **individuals, key people** and **others**
- P2 encourage others to respect the dignity and privacy of individuals, key people and others
- P3 act in ways that demonstrate how to respect and promote the views, choices and wishes of individuals, key people and others
- P4 act in ways that demonstrate how to promote the **active participation** and independence of individuals
- P5 support the rights of individuals to make informed choices and decisions about their lives and well-being and how to manage potential and actual risks
- P6 support the rights of individuals to access information about themselves and make comments and complaints
- P7 act in ways that demonstrate that you take complaints, comments and suggestions seriously
- P8 ensure your own behaviour supports others to work in ways that are consistent with individuals' beliefs and preferences, that regard diversity positively and that support anti-discriminatory practice
- P9 pro-actively take action to address discrimination and oppression, challenging discrimination by individuals and oppression by organisations

#### Lead practice that supports individuals to exercise their rights and responsibilities

*You must be able to:*

- P10 provide up to date and accessible information that will enable individuals and key people to understand and exercise their rights and responsibilities
- P11 **communicate** in ways which enable individuals and key people to understand and exercise their rights and responsibilities
- P12 acknowledge the complexity of decisions that individuals need to make to balance their rights, preferences and responsibilities
- P13 develop solutions, where possible, to address dilemmas that arise when promoting the rights and responsibilities of individuals
- P14 support individuals who need assistance to exercise their rights
- P15 seek support when there are conflicts between an individual's rights and responsibilities that you cannot deal with

#### Lead practice to ensure that systems promote individuals' rights

*You must be able to:*

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- P16 work with others to develop, maintain and evaluate systems that respect the rights and interests of individuals
- P17 work with others to develop, maintain and evaluate systems that support individuals to make informed choices and decisions about their lives and well-being and how to manage potential and actual risks
- P18 work with others to develop, maintain and evaluate systems to promote independence, active participation and the contribution and inclusion of all individuals
- P19 work with others to develop, maintain and evaluate systems that support individuals to access information about themselves and make comments and complaints
- P20 support team members to participate in developing, maintaining and evaluating these systems that promote people's rights

#### **Lead practice to ensure that systems promote respect for diversity**

*You must be able to:*

- P21 work with others to develop, maintain and evaluate systems that ensure each person is treated and valued as an individual and that individuals' preferences are placed at the centre of everything that is done
- P22 work with others to develop, maintain and evaluate systems that ensure that equal opportunities are promoted and that the diversity, cultures and values of individuals and key people are respected
- P23 seek advice, information and guidance when you are having difficulty implementing systems to promote equality and diversity
- P24 check that all information generated and used in the work setting recognises and promotes equality and diversity
- P25 address any information that is discriminatory in ways that promote confidence in you and your organisation

#### **Lead practice that promotes confidence in your organisation's capacity to promote rights**

*You must be able to:*

- P26 demonstrate through your actions that you are trustworthy, reliable and dependable
- P27 support team members to demonstrate that they are trustworthy, reliable and dependable
- P28 communicate in appropriate, open, accurate and straightforward ways
- P29 support colleagues and others to communicate in appropriate, open, accurate and straightforward ways
- P30 recognise the power and influence that your job role and responsibilities confer on you
- P31 use your power and influence sensitively and responsibly

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- P32 contribute to ensuring that systems enable team members to use their influence sensitively and responsibly
- P33 work with others to develop, maintain and evaluate systems that enable individuals, key people and others to understand your work setting's policies and procedures on complaints
- P34 work with others to develop, maintain and evaluate systems that ensure individuals' rights to confidentiality of information are maintained, within confidentiality agreements and according to legal and work setting procedures and requirements
- P35 work with others to make sure work commitments are honoured, ensuring that individuals are informed promptly and sensitively on occasions where this is not possible
- P36 ensure that interests are declared where they might influence judgements and practice
- P37 ensure that you and others reflect on and challenge assumptions and ways of working
- P38 ensure that the rights and needs of individuals are effectively represented, using advocates and interpreters appropriately
- P39 contribute to monitoring the effectiveness of equality, diversity and rights policies and procedures with individuals, key people, team members and others
- P40 provide feedback to improve the effectiveness of policies and procedures on equality, diversity and rights

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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

*You need to know and understand:*

#### Your practice

- 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 and expertise

#### Theory

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*You need to know and understand:*

- 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

*You need to know and understand:*

#### **Personal and professional development**

- 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 safeguarding and protection from harm or abuse

*You need to know and understand:*

#### **Multi-disciplinary working**

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- 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

*You need to know and understand:*

#### Handling information

- 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 electronic communications can and should be used for communicating, recording and reporting

*You need to know and understand:*

#### Leading practice

- K45 theories about 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

*You need to know and understand:*

#### Risk management

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

*You need to know and understand:*

#### Specific to this NOS

- K54 how and where to access literature, information and support to inform your and colleagues' practice about contributing to the development, maintenance and evaluation of systems to promote the rights, responsibilities, equality and diversity of individuals
- K55 the literature related to best practice in the development,

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- maintenance and evaluation of systems to promote the rights, responsibilities, equality and diversity of individuals
- K56 government reports, inquiries and research relevant to the development, maintenance and evaluation of systems to promote the rights, responsibilities, equality and diversity of individuals
- K57 theories about how power and influence can be used and abused when managing and processing requests for health and care services
- K58 theories about organisational methods, systems and structures
- K59 theories about identity, self-esteem and self-image
- K60 theories about managing loss and change
- K61 theories about stress and how it can affect behaviour
- K62 theories about promoting the choice, well-being and protection of individuals
- K63 how to act as a mentor to assist others to develop practice and support organisational culture, systems and procedures for effective communication and engagement with individuals, key people and others
- K64 how to act as a mentor to assist others to develop practice and support organisational culture, systems and procedures for involving individuals in assessing, planning, implementing, reviewing health and care services and plans; taking into account their needs, views, and preferences
- K65 how to act as a mentor to assist others to develop practice and support organisational culture, systems and procedures for working with families and carers to support individuals
- K66 how to act as a mentor to assist others to develop practice and support organisational culture, systems and procedures for working with individuals who have been abused, bullied, persecuted, who are at risk of danger, harm and abuse
- K67 the use of evidence based practice to justify your actions and decisions; and record and report processes and outcomes of your work
- K68 factors within the working environment which adversely affect the promotion of diversity, inclusivity and equity
- K69 factors in the working environment that may be discriminatory and oppressive to the individual's rights and methods of challenging these
- K70 how systems affect people's rights and the purpose of designing systems which support equality and diversity
- K71 how to maintain systems which support the promotion of rights and of equality and diversity of all within the working environment
- K72 methods of evaluating the effectiveness of systems that promote an inclusive culture which values and respects all individuals and how to bring about changes



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- K73 the assumptions and oppressions which surround different groups and the ways in which this is built into society and organisations
- K74 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
- K75 possible effects of stereotyping, prejudice and labelling on people

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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 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

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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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#### 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 and Development
<b>Version number</b>	1
<b>Date approved</b>	March 2012
<b>Indicative review date</b>	August 2014
<b>Validity</b>	Current
<b>Status</b>	Original
<b>Originating organisation</b>	Skills for Care and Development
<b>Original URN</b>	HSC452
<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; Inspectors; Senior Inspectors; Regulators of Health, Social Care and Children's Services
<b>Suite</b>	Health and Social Care; Inspectors of Health, Social Care, Children and Young People's Services
<b>Key words</b>	Rights, responsibilities, equality, diversity