

SCDHSC3112

Support individuals to manage their own health and social well-being



Overview

This standard identifies the requirements when working with individuals to design personalised options for managing their own health and social well-being. This includes supporting individuals to identify changes to their lives and environment that can promote their health and social well-being, supporting them to select their own options to implement changes and working together to review how well selected options have achieved desired outcomes.

Performance criteria

Support individuals to identify changes that can promote their health and social well-being

You must be able to:

- P1 promote **active participation** when supporting the **individual** to examine aspects of their life and environment affecting their health and social well-being
- P2 identify sources of information, advice and support relevant to the individual's health and social well-being
- P3 ensure information and advice is made available in ways that are accessible to the individual
- P4 support the individual to identify any **risks** associated with aspects of their life and environment affecting their health and social well-being
- P5 support the individual to consider which aspects of their life and environment they can change and which they cannot
- P6 work with the individual to agree ways to deal with aspects that cannot be changed, to minimise any detrimental effects on their health and social well-being
- P7 support the individual to identify the positive outcomes they want to achieve for their health and social well-being and what changes in their life and environment would help achieve their outcomes
- P8 support the individual to consider which changes they would like to make and which they do not wish to make
- P9 establish agreement with the individual about any specialist support needed to enable them to consider options for making the changes they want
- P10 support the individual to access any agreed specialist support
- P11 seek additional advice and information where you do not have the right expertise to help the individual yourself

Support individuals to design personalised options for making changes to promote their health and social well-being

You must be able to:

- P12 work with the individual in ways that promote active participation when selecting options for implementing changes to benefit their health and social well-being
- P13 support the individual to identify their priorities for making changes in their life and environment, options to address their priorities and any risks associated with these
- P14 support the individual to decide which options they prefer, taking account of which will be the most beneficial for their health and well-being
- P15 examine with the individual the implications of their preferred

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- options and the impact these may have on their daily lives and on the lives of **key people** and others
- P16 support the individual and key people to **communicate** their attitude towards risk and their views about any specific risks associated with the individual's preferred options
 - P17 support the individual and key people to consider how risk assessment could enable chosen risks to be taken as safely as possible rather than avoided
 - P18 seek additional advice and expertise where the individual's choices are likely to be detrimental to their health and well-being
 - P19 seek additional advice and expertise where the individual's choices would contravene legal and work setting requirements or go beyond agreed boundaries for your role
 - P20 support the individual and key people to access the information, help and resources necessary to put the selected options into practice
 - P21 agree with the individual, key people and others what your role will be in implementing the selected options

Support individuals to review their selected options

You must be able to:

- P22 work with the individual, key people and others to agree how the options selected will be reviewed and what criteria will be used to measure success
- P23 encourage the individual and key people to take an active part in the review and to express their views
- P24 review with the individual, key people and others how well the selected options are working in practice and how effective they are in achieving outcomes
- P25 work with the individual, key people and others to agree any changes that need to be made to the selected options
- P26 work with the individual, key people to identify the impact that proposed changes may have on themselves and other people
- P27 agree with the individual and key people the support they would require to put the changes into place
- P28 take actions required to put into place any resources needed to implement changes
- P29 complete records and reports on the processes and outcomes of the review, within confidentiality agreements and according to legal and work setting requirements

Knowledge and understanding

Rights

You need to know and understand:

- 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

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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

You need to know and understand:

Personal and professional development

- 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

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 the standard

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You need to know and understand:

- K35 how you can access information about supporting individuals to promote their own health and social well-being
- K36 theories relevant to the individuals with whom you work about identity and self-esteem
- K37 theories relevant to the individuals with whom you work about loss and change
- K38 circumstances or conditions that might enhance and inhibit the individual's motivation to change and promote their own health and social well-being
- K39 management of change in relation to individuals' conditions, needs and circumstances
- K40 the inter-relationship between socio-economic factors and personal factors and health and social well-being
- K41 social and psychological factors that can affect people's ability to promote their own health and social well-being
- K42 national and local guidance on falls prevention and factors that impact on falls
- K43 actions and conditions that might enhance and inhibit the individual's ability to promote their own health and social well-being
- K44 role of relationships and social networks in supporting individuals to promote their own health and social well-being
- K45 methods of working with individuals to understand and promote their own health and social well-being
- K46 methods of promoting the individuals' strengths and those in their networks as key resources for promoting their own health and social well-being
- K47 methods of planning and implementing incremental and radical change in the individual's life and its impact on key people and others
- K48 methods of working with families and networks to maintain support and cope with any changes brought about by individuals promoting their own health and social well-being
- K49 methods of planning, monitoring, review and evaluation that are participative
- K50 the range of support groups and services that are available when individuals are having difficulty addressing issues relating to their health and social well-being and how to access these

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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.

Risks may include the possibility of danger, damage and destruction to the environment and goods; injury and harm to people; self harm; bullying; abuse; reckless behaviour

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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 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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Relevant occupations	Public Services and Care; Social Care; Managers and Senior Officials; Associate Professionals and Technical Occupations; Personal Service Occupations;
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Suite	Health and Social Care; Supported Housing
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