
Overview

This unit is about supporting those who have been abused or bullied, and/or who have disclosed abuse or bullying. The abuse may be through the individual abusing themselves, such as through the use of substances, or through the abuse of one individual by another. It identifies your role in supporting the individual (or others liable to abuse) to cope with their situation and to make decisions, consistent with the guidelines and policies laid down by the organisation in which you work. The abuse may be physical, emotional, psychological (including verbal) or sexual and may be inflicted by self or others and you may need to seek support from within or outside your organisation. You will need to be adept in verbal and non-verbal communication skills in order to establish an empathetic relationship.

There are two elements

- 1 Support individuals who disclose abuse
- 2 Support individuals who have been abused

Target Group

The unit applies to all experienced custodial care staff who work with individuals who have suffered abuse.

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Support individuals where abuse has been disclosed

Performance criteria

Support individuals who disclose abuse

You must be able to:

- P1 take actions that are consistent with your agreed role and level of competence and have been discussed with the individual
- P2 ensure that when the individual wishes to communicate with you in private you give a clear explanation, in a manner appropriate to the individual, that the information may need to be shared with other people
- P3 give sufficient time and support to the individual to disclose what they wish, and you affirm the abused's right to disclosure
- P4 ensure that the individual is not pressured to disclose more than they wish, and you support them to talk in a manner and at a pace of their choosing
- P5 pass accurate and complete information on the disclosure to the appropriate people without delay
- P6 offer support to the individual from other designated people, consistent with organisational policy
- P7 arrange appropriate further support without delay as agreed with the individual
- P8 record information completely, accurately and legibly, and ensure it is reported in the required format
- P9 seek support personally from a professional colleague where you feel the effect of the disclosure and surrounding circumstances is adversely influencing your judgement

Support individuals who have been abused

You must be able to:

- P10 take actions that are consistent with your agreed role, the individual's plan of care and organisation policies and procedures
- P11 ensure that your presence and availability are made obvious to the individual in a manner appropriate to the situation
- P12 communicate with the individual in a manner and style that recognises their individual needs and rights
- P13 respond to feelings, needs and problems expressed by the individual in a manner that is supportive of the individual and consistent with organisational procedures
- P14 offer constructive support in a manner that is likely to make the individual feel valued
- P15 offer sufficient time and opportunity for support within the limits of your authority
- P16 seek advice without delay from an appropriate person where the individual's behaviour and condition gives cause for concern
- P17 ensure that individuals are given support and assistance to contact people who can help when they ask for advice and support which is

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Support individuals where abuse has been disclosed

- beyond your role
- P18 supply complete information, as far as it is known, to an appropriate person without delay
- P19 ensure that records are accurate, legible and complete

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Support individuals where abuse has been disclosed

Knowledge and understanding

You need to know and understand:

- K1 organisation policies and legal requirements in relation to the disclosure of abuse and support of those who have been abused
- K2 why all three aspects of communication are important in supporting individuals, particularly when they are unable or unwilling to discuss their situation
- K3 the policies and procedures of the employing organisation in relation to onward referral of suspicions of abuse
- K4 why it is important to explain clearly about this onward referral to individuals disclosing abuse
- K5 circumstances in which organisation policy and/or law dictates that confidentiality has to be overruled
- K6 acknowledging the rights of individuals who have been abused
- K7 why methods of receiving and recording disclosure details should not prejudice the individual's right to pursue legal action
- K8 why it is important to let the individual speak and disclose at their own pace (i.e. not pressurising them) and why individuals may be reluctant or choose not to disclose abuse
- K9 possible causes of abuse and methods of preventing the occurrence of abuse
- K10 possible emotional effects of abuse and how this may be heightened when the individual is in continual contact with the person who has perpetrated the abuse
- K11 the ways in which disclosure of abuse can be used by the individual (e.g. to draw attention to themselves when no abuse has in fact taken place)
- K12 methods used to disclose abuse other than through speech
- K13 the impact which organisation policies and procedures have on the relationship between the individual who has been abused and the organisation
- K14 your role in the environment in relation to working with those who have disclosed abuse or have been abused
- K15 the importance of acknowledging and dealing with the your own feelings in relation to the abuse concerned
- K16 the impact your feelings may have on the support which can be effectively offered to the individual
- K17 how views of abuse may differ
- K18 the problems which arise when the individual has been both abused themselves and abused others
- K19 the purpose of accurate recording
- K20 the environment in which the communication is taking place and when it is necessary to maintain communication and when it is not
- K21 how legislation and guidelines particular to specific groups (e.g. the

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- children act) and relevant to all (including the community care act) affect your role and responsibilities
- K22 the individual's rights to take legal action against another in case of abuse, and the implications of this for the way the monitoring and disclosure are handled
- K23 how sources of support from other organisations may be available to you in order to deal with feelings aroused by the abuse concerned
- K24 how methods of supporting and counselling are used with individuals in stressful and distressing situations

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Originating organisation	Skills for Justice
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Relevant occupations	Health, Public Services and Care; Public Services; Associate Professionals and Technical Occupations; Protective Service Occupations
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Suite	Custodial Care
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