

SFJCJGB5

Enable individuals to maintain contacts in potentially isolating situations



Overview

This standard is about providing support to enable individuals who are in potentially isolating situations to maintain physical and/or social contact. This includes supporting individuals in maintaining social contacts by offering encouragement and practical assistance, and through obtaining specific information and literature.

It involves supporting those individuals who are receiving long-term care away from their home, and those who may have restrictions placed on their freedom and movement, including those who are subject to electronic monitoring, have been detained in custody, or held under the Mental Health Act. It also includes individuals isolated by their communication differences, including language differences or sensory impairment, and those isolated through emotional distress, including those affected by bereavement, crime or anti-social behaviour.

There are two elements

- 1 Support individuals in maintaining social contacts
- 2 Obtain specific information and literature for individuals

Target Group

This standard is applicable to those with responsibility for helping individuals in potentially isolating situations to maintain social contacts.

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Performance criteria

Support individuals in maintaining social contacts

You must be able to:

- P1 communicate in a manner appropriate to the individual, and which is free from discrimination and oppression
- P2 encourage individuals to reflect on the social contacts they have made, identifying their needs for, and interest in, maintaining social contacts
- P3 assist individuals who express an interest in contacting or meeting others to explore opportunities and offer appropriate support
- P4 provide appropriate support to individuals who have difficulty in communicating, in a manner which maintains their dignity and respect
- P5 provide appropriate support and assistance to individuals to help them maintain their contacts, consistent with their needs and wishes
- P6 give support and companionship consistent with the plan for working with the individuals, in a manner appropriate to their needs and choice, and in line with your role and responsibilities
- P7 make appropriate efforts to promote broader interests, where individuals appear to be losing interest in areas outside of their immediate environment
- P8 pass information promptly to an appropriate person, when individuals are at risk of losing a sense of purpose or interest

Obtain specific information and literature for individuals

You must be able to:

- P9 offer individuals sufficient time, opportunity and encouragement to express their needs and wishes for information and assistance
- P10 encourage individuals to obtain information about services and facilities for themselves, and to be as self-managing as possible
- P11 provide assistance to those who request it, appropriate to their needs and consistent with the plan for working with the individual
- P12 discuss potential sources of information with individuals, checking their suitability with the individual
- P13 provide information relevant to individuals promptly and in a suitable format
- P14 provide information which is current, accurate and checked as being consistent with the request, needs and understanding of individuals
- P15 encourage individuals to give feedback on the information provided and to make further requests
- P16 take the appropriate action promptly where the information provided produces strong or adverse reactions in the individual
- P17 explain any problems arising to the individual, if they ask for information or literature which you find unethical and against the worker's personal beliefs and preferences, whilst acknowledging the individual's rights

Knowledge and understanding

You need to know and understand:

Legislative, regulatory and organisational requirements

- K1 legal and organisational requirements which relate to supporting individuals in potentially isolating situations, and their impact for your area of operations
- K2 legislation, policies and procedures relating to data protection, health and safety, diversity and their impact for your area of operations
- K3 the role of your organisation and its services, and the services which it provides in enabling individuals to maintain contacts in potentially isolating situations
- K4 the organisation's policy and procedures regarding confidentiality of information and the disclosure of information to third parties, and the specific circumstances under which disclosure may be made
- K5 organisational requirements relating to allowing others to be present in discussions with victims/survivors/witnesses, and the relative benefits and disadvantages that the presence of others can create
- K6 the limits of your authority and responsibility, and the actions to take if these are exceeded

Working within the community justice sector

You need to know and understand:

- K7 the factors which may cause individuals to become potentially isolated, including limited mobility, sensory disability or discrimination
- K8 the effects of isolation on the relationships of individuals
- K9 why you should encourage others to make relationships
- K10 why social contacts are important and why it might be appropriate to encourage and develop them
- K11 why the wishes of individuals to relate or not to relate to others should be recognised
- K12 why any attempt to encourage relationships must be within the boundaries of confidentiality and privacy
- K13 why individuals should be encouraged to be as self managing as possible
- K14 the importance of matching the help given to the needs of individuals
- K15 why the wishes of individuals must be taken into account when they do not want to take up available benefits and services
- K16 the rights of individuals to confidentiality regarding the information which they choose to access, and how this can be maintained or enhanced
- K17 own rights in explaining to individuals that there may be certain information which you are uncomfortable about accessing, and the ways in which such conflicts can be handled
- K18 different forms of assistance, support and companionship
- K19 sources of information about different services

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- K20 the likely impact of information upon individuals
- K21 different approaches and responses which can be used in supporting individuals with communication difficulties
- K22 how your views regarding the appropriateness of information and literature may influence the support you give to individuals
- K23 how communication difficulties and differences may vary in different settings and at different stages of development
- K24 methods for encouraging individuals to maintain an interest in, and contact with, the outside world
- K25 ways of encouraging individuals to engage in discussion regarding the information, including methods for extending the individual's interest beyond their immediate concern
- K26 ways of recording information in a suitable format to meet the different needs of individuals

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Developed by	Skills for Justice
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Version number	2
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Date approved	May 2010
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Indicative review date	May 2012
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Validity	Current
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Status	Original
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Originating organisation	Skills for Justice
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Original URN	SfJ GB5
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Relevant occupations	Public Services; Public Service and Other Associate Professionals
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Suite	Community Justice
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Key words	Contact, relationship
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