

SFJ GB14

Provide support and care to individuals



Overview

This standard is about working with individuals who require support and care, due to being distressed, and/or in potentially isolating situations, and may require support towards maintaining contact with others.

There are two elements

- 1 Assist in the prevention of distress
- 2 Support individuals in maintaining social contact

Target group

This standard is applicable to those working with individuals who require support.

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Performance criteria

Assist in the prevention of distress

You must be able to:

- P1 offer appropriate support to individuals showing signs of distress or with circumstances that might be distressing
- P2 permit individuals to discuss or disclose information of their own volition, and make sure that they do not feel pressurised
- P3 respond to individual's feelings, needs or problems
- P4 communicate at a pace and level appropriate to the individual that is free from discrimination or oppression and encourage an open exchange of views and information
- P5 establish the individual's circumstances and feelings
- P6 provide appropriate support within required timescales and in line with your organisation's procedures
- P7 advise individuals who indicate that they might harm themselves of the action that you may or will have to take
- P8 monitor the ongoing condition of individuals displaying signs of distress, and take the appropriate action should their condition change for the worse
- P9 seek advice and support where you are unsure of your ability to deal with an individual's distress
- P10 maintain accurate records, and keep appropriate parties informed

Support individuals in maintaining social contact

You must be able to:

- P11 facilitate individuals to express their interest in maintaining social contacts
- P12 explore appropriate opportunities with those seeking to maintain social contact
- P13 provide relevant and appropriate support to individuals to help them maintain contacts
- P14 provide support that is consistent with the individual's circumstances and any associated development plans, their needs and your authority
- P15 seek to promote the individual's broader interests where they appear to lose interest in areas out of their immediate environment
- P16 inform the relevant people where individuals are at risk of losing a sense of purpose or interest, within required timescales

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Knowledge and understanding

You need to know and understand:

- K1 legislative requirements affecting your role and how you interact with individuals in your care
- K2 indicators of stress in individuals
- K3 the importance of taking action to address stress and the range of actions and support available, including how these might be accessed
- K4 causes of stress and how these might be addressed
- K5 the importance of dealing with individuals exhibiting stress, and how to do this
- K6 signs that indicate distress in changing to more complicated emotions such as aggression
- K7 the importance of social contacts, and why it might be appropriate to encourage and develop these
- K8 the importance of encouraging individuals to be self-managing, wherever possible
- K9 the particular confidentiality issues that are likely to arise and how to check that confidentiality is maintained appropriately
- K10 the different forms of assistance, support and companionship available, and how to access these
- K11 your levels of authority and responsibility, and who to refer to should these be exceeded
- K12 how to check that your actions and behaviour are consistent with anti-discriminatory practice

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