

SCDHSC0027

Support individuals in their daily living



Overview

This standard identifies the requirements when supporting individuals in their daily living. This includes working with individuals to identify the support they require for daily living and then assisting them in activities to promote their well-being and independence. The standard includes working with individuals to access any further support required.

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Performance criteria

Work with individuals to agree the support they require for their daily living

You must be able to:

- P1 work with the **individual, key people** and **others** to identify your role in supporting the individual and the boundaries of your involvement
- P2 contribute to agreeing how any problems or areas of conflict that arise will be addressed
- P3 support the individual to describe their daily lives and activities and to clarify what they are able to do for themselves
- P4 support the individual to identify any groups and other people who may be able to assist them
- P5 identify with the individual which aspects of their daily living they need you to carry out for them and which they would like your assistance with
- P6 support the individual to express their wishes about the types of support they need from you and the time they prefer you to be available
- P7 seek additional support where you are unable to carry out the activities identified by the individual

Assist individuals in activities to promote their well-being

You must be able to:

- P8 confirm which aspects of the individual's daily life you will be assisting them with and which you will be carrying out for them
- P9 agree with the individual how they would like you to carry out the aspects of their daily living for which you are responsible, taking account of any risk assessments and working within legal and work setting requirements and **policies and procedures**
- P10 assist the individual to carry out agreed aspects of their daily living in ways that promote **active participation** and protect the individual and yourself from the risk of infection
- P11 observe the individual while working to monitor any changes in them
- P12 work with the individual to agree how any changes might affect the assistance they require
- P13 report on any changes in the preferences, needs and circumstances of the individual and the affect these will have on your work activities, within confidentiality agreements and according to legal and work setting requirements

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Enable individuals to access other support to promote their well-being

You must be able to:

- P14 work in ways that promote active participation when enabling the individual to access further support to benefit their health and social well-being
- P15 work with the individual, key people and others to identify further support that will promote the individual's health and social well-being
- P16 contribute to agreeing which activities you will be responsible for and which will be the responsibility of other people
- P17 contribute to ensuring that the activities carried out by yourself and others are co-ordinated effectively
- P18 contribute to agreeing how you will work with the individual and those who support them
- P19 contribute to agreeing how any problems or areas of conflict that arise with additional support will be addressed
- P20 carry out your agreed role in ways that promote active participation
- P21 observe any changes in the support needs of the individual and how this may affect the assistance they require
- P22 report on any changes in the support needs of the individual within confidentiality agreements and according to legal and work setting requirements and policies and procedures

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Knowledge and understanding

You need to know and understand:

Rights

- K1 work setting requirements on equality, diversity, discrimination and human rights
- K2 your role in supporting rights, choices, wellbeing and active participation
- K3 your duty to report anything you notice people do, or anything they fail to do, that could obstruct individuals' rights
- K4 the actions to take if you have concerns about discrimination
- K5 the rights that individuals have to make complaints and be supported to do so

How you carry out your work

You need to know and understand:

- K6 codes of practice, standards, frameworks and guidance relevant to your work and the content of this standard
- K7 the main items of legislation that relate to the content of this standard within your work role
- K8 your own background, experiences and beliefs that may affect the way you work
- K9 your own roles and responsibilities with their limits and boundaries
- K10 who you must report to at work
- K11 the roles and responsibilities of other people with whom you work
- K12 how to find out about procedures and agreed ways of working in your work setting
- K13 how to make sure you follow procedures and agreed ways of working
- K14 the meaning of person centred working and the importance of knowing and respecting each person as an individual
- K15 the prime importance of the interests and well-being of the individual
- K16 the individual's cultural and language context
- K17 how to work in ways that build trust with people
- K18 how to work in ways that support the active participation of individuals in their own care and support
- K19 how to work in ways that respect individuals' dignity, personal beliefs and preferences
- K20 how to work in partnership with people
- K21 what you should do when there are conflicts and dilemmas in your work
- K22 how and when you should seek support in situations beyond your

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experience and expertise

Theory for practice

You need to know and understand:

- K23 the **factors that may affect the health, wellbeing and development of individuals** you care for or support
- K24 how these affect individuals and how they may affect different individuals differently
- K25 the main stages of human development

Communication

You need to know and understand:

- K26 factors that can have a positive or negative effect on the way people communicate
- K27 different methods of communicating

Personal and professional development

You need to know and understand:

- K28 why it is important to reflect on how you do your work
- K29 how to use your reflections to improve the way you work

Health and Safety

You need to know and understand:

- K30 your work setting policies and practices for health, safety and security
- K31 practices that help to prevent and control infection in the context of this standard

Safe-guarding

You need to know and understand:

- K32 the duty that everyone has to raise concerns about possible harm or abuse, poor or discriminatory practices
- K33 signs and symptoms of harm or abuse
- K34 how and when to report any concerns about abuse, poor or discriminatory practice, resources or operational difficulties
- K35 what to do if you have reported concerns but no action is taken to address them

Handling information

You need to know and understand:

- K36 legal requirements, policies and procedures for the security and confidentiality of information
- K37 work setting requirements for recording information and producing reports including the use of electronic communication
- K38 what confidentiality means

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- K39 how to maintain confidentiality in your work
- K40 when and how to pass on information

Specific to this NOS

You need to know and understand:

- K41 the types of activities you may need to do to support individuals in their daily living
- K42 the risks, dangers and difficulties associated with different environments, equipment, materials and activities and in relation to specific individuals
- K43 key changes in the conditions and circumstances of individuals with whom you work and actions to take in these circumstances
- K44 types of additional resources and support that may assist individuals in their daily living and how to access them

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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.

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.

Policies and procedures are formally agreed and binding ways of working that apply in many settings. Where policies and procedures do not exist, the term includes other agreed ways of working.

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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

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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