

## SCDHSC0029

### Support individuals to meet their domestic and personal needs



---

#### Overview

This standard identifies the requirements when supporting individuals to maintain a healthy lifestyle which will enable them to meet with their domestic and personal needs. This includes supporting individuals to obtain, prepare and store food that meets their nutritional and dietary requirements, supporting them to identify and obtain household and personal goods and supporting them to keep their home healthy, safe and secure.

# SCDHSC0029

## Support individuals to meet their domestic and personal needs

---

### Performance criteria

#### Support individuals in the preparation of food that meets their nutritional and dietary requirements

*You must be able to:*

- P1 support the **individual** and **key people** to understand the individual's dietary and nutritional requirements in terms of food and drink
- P2 support the individual and key people to identify **healthier food and drink options** that meet the individual's **dietary requirements**
- P3 contribute to identifying how the food and drink required by the individual can be obtained
- P4 carry out your role in the **preparation** of food and drink to meet the individual's nutritional and dietary requirements
- P5 work in ways that promote **active participation** to enable the individual to prepare food and drink safely, hygienically and in ways that will reduce the **risk** of food-associated illness or infection
- P6 contribute to reviewing the arrangements for meeting the individual's nutritional and dietary requirements
- P7 work with the individual and key people to implement any changes required
- P8 highlight to the individual and key people the potential risks to the individual of consuming food and drink which does not meet their nutritional and dietary requirements
- P9 complete records and reports on how well the individual's nutritional and dietary needs are met, in accordance with legal and work setting requirements

#### Support individuals to obtain household and personal goods

*You must be able to:*

- P10 support the individual to identify their preferences and needs in relation to household and personal goods
- P11 contribute to identifying where and how household and personal goods can be obtained
- P12 work in ways that promote active participation to support the individual in obtaining household and personal goods
- P13 work in ways that promote active participation to support the individual to store household and personal goods safely
- P14 support the individual and key people to complete any paperwork needed to access resources or support for obtaining household and personal goods
- P15 highlight to the individual and key people the potential risks where

## SCDHSC0029

### Support individuals to meet their domestic and personal needs

---

you observe personal and household goods being used dangerously

- P16 highlight to the individual and key people the potential risks of obtaining personal and household goods that may cause a risk of harm to themselves, key people and **others**
- P17 complete records and reports in relation to identifying, obtaining, storing and using household and personal goods, in accordance with legal and work setting requirements

#### **Support individuals to keep their home healthy, safe and secure**

*You must be able to:*

- P18 support the individual and key people to identify and access types of support that would help them keep the individual's home healthy, safe and secure
- P19 agree with the individual and key people who will take responsibility for keeping the individual's home healthy, safe and secure
- P20 support the individual and key people to identify ways in which the cleanliness, safety and security of the individual's home could be improved
- P21 work in ways that promote active participation to support the individual in keeping their home healthy, safe and secure
- P22 highlight the potential risks to the individual, key people and others where you observe signs that the individual's health and safety is at risk in their home
- P23 highlight the potential risks to the individual, key people and others when you observe signs that the individual's home is not being secured as it should
- P24 work with the individual, key people and others to contribute to changes that will enable the individual and key people to maintain the health, safety and security of the individual's home
- P25 complete records and reports in relation to the health, safety and security of the individual's home, in accordance with legal and work setting requirements

# SCDHSC0029

## Support individuals to meet their domestic and personal needs

---

### Knowledge and understanding

#### Rights

*You need to know and understand:*

- K1 Work setting requirements on equality, diversity, discrimination and human rights
- K2 Your role 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/child centred working and the importance of knowing and respecting each child or young person as an individual
- K15 the prime importance of the interests and well-being of children and young people
- 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

# SCDHSC0029

## Support individuals to meet their domestic and personal needs

---

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 experience and expertise

*You need to know and understand:*

### Theory for practice

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

*You need to know and understand:*

### Communication

K26 factors that can have a positive or negative effect on the way people communicate

K27 different methods of communicating

*You need to know and understand:*

### Personal and professional development

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

*You need to know and understand:*

### Health and Safety

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

*You need to know and understand:*

### Safe-guarding

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

# SCDHSC0029

## Support individuals to meet their domestic and personal needs

---

### 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
- 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 concept of a balanced diet and why this is important to good health
- K42 the nutritional benefits of minimising the fat, sugar and salt content of dishes
- K43 the nutritional benefits of starchy foods, fruit, vegetables and pulses
- K44 how to read and interpret food labelling
- K45 techniques for preparing and cooking dishes in ways that maximise nutritional value
- K46 the likely nutritional and dietary needs of the individual with whom you work
- K47 how to prepare, store and hold food and drink safely and at the correct temperature to reduce the risk of food-associated illness or infection
- K48 the types of significant food safety hazards you are likely to come across when handling and storing food and what may happen if these are not controlled
- K49 why surfaces and equipment must be clean before beginning a new task and the most effective ways of achieving this
- K50 factors and issues associated with keeping the home of the individual safe and secure
- K51 methods of working with the individual and key people to agree the food, drink, personal and household goods they want and the methods they prefer to obtain and store them
- K52 methods of working with the individual and key people to identify healthier food and drink and prepare and store food and drink hygienically and safely

# SCDHSC0029

## Support individuals to meet their domestic and personal needs

---

### 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.

**Dietary requirements** include food and drink that will provide a balanced diet, that meet the nutritional needs of individuals and that support their health and well-being

**Healthier food and drink options** include choices of food and drink and preparation methods that follow current guidelines for healthy eating  
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.

**Preparation** here includes obtaining, preparing and storing food and drink

A **risk** is the likelihood that a hazard will occur and here may relate to incorrect preparation and storage of food, drink and domestic items; infection and contamination; dangerous use of food, drink and domestic items

## SCDHSC0029

### Support individuals to meet their domestic and personal needs

---

#### 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

## SCDHSC0029

Support individuals to meet their domestic and personal needs

---

**Developed by** Skills for Care and Development

---

**Version number** 1

---

**Date approved** March 2012

---

**Indicative review date** August 2014

---

**Validity** Current

---

**Status** Original

---

**Originating organisation** Skills for Care and Development

---

**Original URN** HSC29

---

**Relevant occupations** Health, Public Services and Care; Health and Social Care; Associate Professionals and Technical Occupations; Health and Social Services Officers; Health Associate Professionals; Personal Service Occupations; Healthcare and Related Personal Services;

---

**Suite** Health and Social Care

---

**Key words** Domestic, Personal, Needs

---