

SCDHSC0216

Help address the physical comfort needs of individuals



Overview

This standard identifies the requirements when you help address individuals' needs in relation to physical comfort. This includes assisting individuals to minimise the pain and discomfort they experience and helping to provide conditions that are suitable for individuals to rest.

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Performance criteria

Assist in minimising individuals' pain or discomfort

You must be able to:

- P1 establish a relationship of sensitivity and trust with the **individual** experiencing pain or discomfort
- P2 encourage the individual to **communicate** their feelings of discomfort or pain
- P3 agree with the appropriate people what information about relief from pain and discomfort should be given to the individual and **key people**
- P4 follow agreements and work setting procedures to support the individual and key people to understand **the ways pain and discomfort can be managed**
- P5 assist the individual to be positioned safely, comfortably and in accordance with their **care or support plan**
- P6 support the individual's **active participation** in using self-help methods of control in accordance with their care or support plan
- P7 follow agreed procedures and use agreed measures to alleviate the individual's pain and discomfort
- P8 follow work setting procedures to report immediately and record accurately any requests from the individual for further **measures to minimise their pain and discomfort**
- P9 monitor the individual's behaviour and condition in accordance with their care or support plan
- P10 report to the appropriate people anything that causes you concern
- P11 offer appropriate support to other people who may be disturbed by the individual's pain and discomfort

Assist in providing conditions that will help the individual to rest

You must be able to:

- P12 support the individual to communicate the level and type of support they need to enable them to rest and sleep
- P13 assist the individual to take any measures agreed as part of their preparation for rest
- P14 assist the individual to find a position that is comfortable, assists rest and is consistent with their care or support plan
- P15 monitor the individual
- P16 accurately report causes for concern in accordance with work setting requirements
- P17 ensure your movements, behaviour and tone of voice promote conditions suitable for rest
- P18 take appropriate action when the behaviour and movement of others may prevent or disturb rest
- P19 monitor aspects of the environment that may affect rest
- P20 adjust aspects of the environment to ensure they continue to

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- promote rest
- P21 report aspects of the environment which interfere with the individual's rest in accordance with work setting requirements

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Knowledge and understanding

You need to know and understand:

Rights

- K1 work setting requirements on equality, diversity, discrimination and 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

You need to know and understand:

How you carry out your work

- 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

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- 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 effects that personal beliefs and preferences may have on the recognition of pain or discomfort and the tolerance of it
- K42 actions to take when you observe any key changes in the condition and circumstances of individuals with whom you work
- K43 normal rest patterns and why rest is important for general health and well being
- K44 the different body positions that are conducive to rest
- K45 why the individual should be encouraged to express feelings of discomfort and pain
- K46 why it may be necessary to offer support to others who are affected by the individual's pain and discomfort
- K47 why information and requests from individuals for additional pain relief should be passed on immediately and the possible consequences of not doing this
- K48 why it is necessary for some individuals to maintain certain positions even though this may, in the short term, interfere with their rest
- K49 how to assist individuals to maintain a comfortable position and what this may be for individuals with different needs
- K50 the range of different methods of minimising individual discomfort and pain

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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

To **communicate** may include using the individual's preferred spoken language, the use of signs, the use of symbols or pictures, writing, objects of reference, communication passports, other non verbal forms of communication, human and technological aids to communication

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

Measures to minimise their pain and discomfort may include repositioning; adjustments to bedding, heating, lighting or noise; requests for analgesia; use of specialised mattresses; pressure reducing aids

A **care or support plan** is a formal plan that must be developed and agreed with the individual and/or those who are able to represent the individual's best interests. It addresses the holistic needs of the individual and contains information on all aspects of that person's care requirements. The care or support plan must underpin the individual's care and support within any health or social care setting.

The **ways pain and discomfort may be managed** may include massage; yoga; meditation; medication

Scope/range

The details in this field are explanatory statements of scope and/or examples

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related to knowledge and understanding

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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