

## SCDHSC0222

# Support the rights and wellbeing of individuals when they undergo healthcare procedures



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### Overview

This standard applies to social care workers and identifies the requirements when supporting individuals who undergo healthcare procedures. This includes promoting the rights of individuals when they undergo healthcare procedures, supporting them to prepare for the procedures, then providing support and assistance during and after the procedures. The procedures may be carried out in the individual's home or in a range of health and social care settings.

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### Performance criteria

#### Support the rights of individuals in relation to healthcare procedures

*You must be able to:*

- P1 use the **individual's** preferred form of **communication** when supporting them during healthcare procedures
- P2 confirm that the individual's consent to the healthcare procedure has been established
- P3 ensure that details of the healthcare procedure and the individual's health condition are kept private while remaining accessible to the individual
- P4 ensure that you support the individual in ways that respect their privacy, dignity, wishes and beliefs and that support their **active participation**
- P5 contribute to resolving with the individual, **key people** and **others** any ethical issues that may arise in relation to the procedure
- P6 refer to appropriate people any issues or concerns that are beyond your remit and expertise

#### Support individuals to prepare for healthcare procedures

*You must be able to:*

- P7 clarify your role and the roles of others in relation to the healthcare procedure and to support for the individual
- P8 ensure you understand all **information and documentation** relevant to the procedure and to the support for the individual
- P9 support the individual to understand the procedure that is about to take place
- P10 answer correctly any questions from the individual and key people at a level and pace appropriate to their preferences and needs, referring to appropriate people any questions that are beyond your remit and expertise
- P11 confirm the nature and level of support the individual requires to prepare for the procedure
- P12 wash your hands and take any other hygiene precautions required
- P13 support the individual to understand the reason for any protective clothing and equipment used
- P14 support the individual to fulfil any pre-procedural instructions, including any **physical preparation** they need to complete before the procedure
- P15 support the individual to remove and store safely any personal articles which need to be removed in preparation for the procedure
- P16 with the individual, report on the completion of pre-procedural instructions to the practitioner leading the procedure

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- P17 take prompt **appropriate action** in accordance with work setting requirements to address any **problems** which occur while supporting the individual to prepare

#### **Support individuals during healthcare procedures**

*You must be able to:*

- P18 agree the nature and level of support the individual requires during the procedure
- P19 support the individual to reach the position required for the procedure
- P20 assist the individual to stay as comfortable as possible while maintaining the required position
- P21 encourage the individual to manage their own comfort and well-being within the constraints of the procedure
- P22 support the active participation of the individual in undertaking any agreed parts of the procedure themselves
- P23 monitor the individual throughout the procedure
- P24 ensure that your own practice and the actions of the individual maintain hygiene and other necessary health and safety requirements during the procedure
- P25 take prompt action in response to any problems which occur during the procedure, in accordance with work setting requirements

#### **Support individuals after healthcare procedures**

*You must be able to:*

- P26 support the individual to make themselves clean, comfortable and tidy once the procedure is complete
- P27 ensure the individual has privacy, appropriate facilities and support for the period of recovery
- P28 take prompt action in response to any problems which occur following the procedure, in accordance with work setting requirements
- P29 offer the individual and key people clear, concise and accurate information about what to expect after the procedure, where this is within your role and remit
- P30 answer correctly any questions that are within your area of responsibility, at a level and pace appropriate to the individual and key people
- P31 refer to appropriate people any questions, issues or concerns that are beyond your remit and expertise
- P32 complete records on the individual's wellbeing, the progress of the procedure and your own actions, in accordance with legal and 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 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

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- K22 how and when you should seek support in situations beyond your 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 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

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- 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 importance of checking all relevant information and documentation before beginning to support the individual
- K42 the anatomy of the areas of the body affected by the healthcare procedure being undertaken
- K43 materials, equipment and procedures needed to prepare for the healthcare procedure and to support the individual during and following the healthcare procedure
- K44 specific protection/precautionary measures appropriate to the procedure being carried out and how they should be applied
- K45 why questions that are beyond your role or knowledge need to be passed onto the appropriate member of the care team
- K46 the importance of preparing materials and equipment before you begin the activity
- K47 the types of support and assistance individuals may require before, during and following the healthcare procedure
- K48 the types of concerns and worries that individuals may have in relation to healthcare procedures and appropriate ways of responding to these within your role and remit
- K49 ways of offering verbal and non-verbal support and reassurance to the individual and the importance of doing so
- K50 why it is important to keep the individual informed about the healthcare procedure and specific actions associated with it
- K51 why it is important to check that prescribed pre-treatment instructions have been fulfilled
- K52 why it is important to adjust and/or remove clothing in preparation for certain healthcare procedures
- K53 why it is important to monitor the individual's well-being during and following the healthcare procedure
- K54 types of pain, discomfort or anxiety which individuals may experience following different procedures and the reasons for these
- K55 the importance of and reasons for post-procedural instructions
- K56 signs and symptoms of adverse reactions or contra-indications to the healthcare procedure
- K57 signs and symptoms that indicate the involvement of other team members is required

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- K58 how individuals need to position themselves for specific healthcare procedures and the importance of ensuring the position is achieved and maintained, including the use of aids where necessary
- K59 safe moving and positioning techniques as appropriate to the individual and the procedure, and safe handling techniques for any materials and equipment used
- K60 national and local guidance on falls prevention and factors that impact on falls
- K61 the problems which may occur before, during and after the healthcare procedure and the appropriate action to take in response, including methods for identifying and responding to common types of adverse reactions to the procedure
- K62 the circumstances in which a period of post-procedural recovery and/or refreshment is necessary and the factors which should be monitored during this period

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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 will 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

**Appropriate action** may include notifying your supervisor or the health practitioner; seeking help; stopping the preparation; stopping the activity; commencing first aid in line with relevant local policies and procedures; using the emergency alarm system

**Communication** 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

**Information and documentation** will include the individual's care or support plan and may relate to the frequency, type and duration of procedures; follow-up procedures or post procedural recovery; other advice relevant to the medical procedure and/or the individual

**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

**Physical preparation** may include actions such as emptying the bladder, holding a particular position or preparing a specific part of the body

**Problems** may include an unexpected change in the individual's wellbeing; any signs that may indicate an adverse reaction or contra-indication to the procedure being undertaken; identification of a hazard within the environment; where the individual is unable or unwilling to fulfil post procedural requirements.



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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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