

SCDHSC0233

Develop effective relationships with individuals



Overview

This standard identifies the requirements when you develop effective relationships with individuals. This includes identifying individuals' preferences and needs regarding your relationship with them, developing effective relationships and then adjusting relationships to meet changing circumstances.

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Performance criteria

Identify individuals' preferences and needs regarding your relationship with them

You must be able to:

- P1 identify any issues that you need to take into account when forming a relationship with an **individual**
- P2 support the individual to **communicate** their wishes and needs about the relationship they wish to have with you
- P3 make clear to the individual the boundaries of your job role
- P4 support the individual to understand how much time you can spend with them
- P5 agree with the individual the type of relationship you are able to have with them, taking account of your role and the tasks you will be undertaking
- P6 identify potential areas of conflict and report these to the **appropriate people**
- P7 treat information about the individual confidentially in accordance with legal and working setting requirements

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You must be able to:

- P8 develop relationships with the individual and **key people** that balance the individual's wishes and needs with the requirements of your job
- P9 listen to the individual and show that you have heard and taken account of their views
- P10 respect the individual's views, expertise and experience
- P11 ensure that you treat the individual fairly and do not discriminate against or disadvantage them in any way
- P12 develop the trust of the individual by being honest about what service you can and cannot provide and any legal and work setting requirements
- P13 make clear to the individual how information about them may be shared with key people and **others**
- P14 interact with the individual in ways that enable them to be involved in planning, implementing and reviewing the service you are providing
- P15 work with the individual to resolve any conflicts in the relationship and agree a way forward
- P16 report any relationship issues in accordance with legal and work setting requirements

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Adjust relationships to meet changing circumstances

You must be able to:

- P17 support the individual, key people and others to identify any changes needed in your relationship with the individual and the reasons for this
- P18 identify when changes in your relationship with the individual might cause conflict and distress
- P19 work with the individual, key people and others to make relationship changes, which may include ending the relationship
- P20 support the individual and key people to understand any changes that are being made, the reasons for them and what the changes may mean for them
- P21 deal sensitively with changes in your relationship with the individual that may cause conflict and distress
- P22 make changes to the relationship taking account of any disruption this may cause to the individual and key people and to the activities you undertake with them
- P23 report changes made and any effect this might have on the individual in accordance with legal and work setting requirements

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Knowledge and understanding

Rights

You need to know and understand:

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

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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 factors and conditions that may affect the type of relationship that you can have with individuals
- K42 how to identify key changes in the conditions and circumstances of individuals
- K43 the actions to take when you identify key changes in the conditions and circumstances of individuals
- K44 how to form, maintain and disengage from relationships with individuals
- K45 the communication and listening skills necessary to relate to and interact effectively with individuals
- K46 how to monitor and make changes to relationships that will cause the minimum disruption
- K47 barriers to relationships and effective interactions, generally and specifically with the individuals with whom you work

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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.

Appropriate people may include your line manager; professionals; specialists
To **communicate** may include using the individual's preferred spoken language; the use of signs; symbols; 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.

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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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