
Overview

This standard identifies requirements when you contribute to working in partnership with carers. As well as contributing to working in partnership with carers to support individuals, this includes working together to identify carers' own support needs and supporting them to access resources, services and facilities to address these. It also includes contributing to the review of arrangements to address carers' own needs and preferences.

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Contribute to working in partnership with carers

Performance criteria

You must be able to:

Contribute to working in partnership with carers to support individuals

- P1 develop a relationship with the **carer** that respects their culture, their expertise and their role as a partner with you in supporting the **individual**
- P2 ensure that you **communicate** effectively with the carer
- P3 work with **others** to identify **information** that will be relevant and useful for the carer as they support the individual
- P4 ensure that you understand the information yourself
- P5 support the carer to understand and use the information, using their preferred language and communication methods
- P6 clarify your own role and that of the carer, **key people** and others in supporting the individual
- P7 carry out your agreed role in ways that demonstrate your dependability and your commitment to working with the carer, key people and others as partners

Contribute to working in partnership with carers to plan support for their own needs and preferences

You must be able to:

- P8 work with others to gather information about **resources, services and facilities** that are available to meet the carer's own support **needs**
- P9 contribute to identifying what support the individual will require to make it possible for the carer to access their own support
- P10 contribute to identifying any **risks** associated with the carer accessing their own support
- P11 contribute to planning how the carer will access the resources, services, and facilities they have selected for their own support
- P12 access additional help where the needs of the carer are outside your scope of responsibility and expertise

Contribute to working in partnership with carers to access resources, service and facilities

You must be able to:

- P13 contribute to supporting the carer to access the resources, services, and facilities they have selected
- P14 contribute to enabling the individual to access the support they require in order for the carer to access their own support
- P15 in agreement with the carer, provide feedback on any difficulties the carer is having in using the agreed resources, services, and facilities

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- P16 in agreement with the carer, provide feedback on any changes in their lives and well-being
- P17 in agreement with the carer, provide feedback on any apparent risks that have emerged and need to be managed
- P18 follow work setting procedures when you and the carer find any aspect of the agreed resources, services, and facilities discriminatory

Contribute to the review of services and facilities for carers

You must be able to:

- P19 agree with the carer and others your role in reviewing arrangements for the carer's own support and the criteria to be used in the review
- P20 explore with the carer what has been helpful and what has been unhelpful in the resources, services, and facilities they have used
- P21 provide feedback on the resources, services, and facilities and their effect on the carer and the individual whom they support
- P22 contribute to identifying any changes needed in the resources, services, and facilities and how to make these changes happen
- P23 work with the carer and others to implement agreed changes
- P24 seek additional help where the changes are outside your scope of responsibility and expertise

Knowledge and understanding

You need to know and understand:

Rights

- 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
- 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

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

You need to know and understand:

Specific to this NOS

- K41 how to deal with differences in your own values and those of carers
- K42 how to promote the carer's rights, choices and well-being
- K43 how to deal with conflicts which might arise between individuals' and carers' choices and needs
- K44 actions to take when there are any key changes in the conditions and circumstances of carers and the individuals they are caring for
- K45 types of possible abuse by carers of individuals, and carers by individuals
- K46 the role and contribution of carers in promoting the health, social, emotional, educational, leisure and recreational needs of individuals
- K47 how to access information about resources, services, facilities and support groups to support the health and well-being of carers and
- K48 how to work with carers to access selected resources, services, facilities and support groups
- K49 how the support available to carers and the length of time they have been providing care can impact on their health and well-being
- K50 methods of working that are effective in forming, maintaining, changing and ending relationships with carers
- K51 methods of working with carers to support them to cope with the conditions that they are likely to face
- K52 methods of working with carers to understand the importance of meeting their own health, social and emotional 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.

Carers are those who provide unpaid support and could include family members, partners, neighbours or friends

To **communicate** may include using the 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

Information may be provided orally; paper based; electronically

The **individual** is the person requiring support from the carer to meet their health or social care needs

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.

Needs may include those that are physical; emotional; mental; short term; medium term; long term

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

Resources, services and facilities may include financial or physical resources, including materials and equipment, or human resources to make changes to the environment; services provided to the carer at home or elsewhere; therapeutic services; services that enable the carer to meet their social, leisure or employment needs; transport; support groups relating to the specific needs of the carer or the individual

A **risk** takes account of the likelihood of a hazard occurring and may include the possibility of danger, damage and destruction to the environment and goods; the possibility of injury and harm to people

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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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Developed by Skills for Care & Development

Version number 1

Date approved March 2012

Indicative review date August 2014

Validity Current

Status Original

Originating organisation Skills for Care & Development

Original URN HSC227

Relevant occupations Health, Public Services and Care; Health, Public Services and Care; Health and Social Care; Health and Social Care;

Suite Health and Social Care

Key words contribute, partnership, support, carers
