

SCDHSC0366

Support individuals to represent their own wishes and needs at decision-making events



Overview

This standard outlines the requirements when you support individuals to advocate for their own wishes and needs at events where decisions will be made about them. This includes supporting individuals to access information that will enable them to represent themselves as well as supporting them to plan, prepare and present their wishes and needs at the event. It also includes supporting individuals to review the outcomes of the decision-making process and their experience of representing themselves.

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Performance criteria

Support individuals to access information to enable them to present their own wishes and needs

You must be able to:

- P1 support the **individual** and **key people** to understand the nature, proceedings, role and responsibilities of the **decision making events** at which they are to represent themselves
- P2 support the individual to identify the outcomes they want to achieve from the decision-making process
- P3 support the individual to identify what information they have about their present situation and where there are gaps
- P4 support the individual to identify information that will help them to present their wishes and needs at the event
- P5 agree with the individual and key people what information they will be responsible for accessing and what you will be responsible for yourself
- P6 support the individual and key people to collect, collate and analyse the information the individual will need to present their needs and wishes
- P7 support the individual and key people to identify any gaps in information
- P8 help the individual to fill gaps in information, as far as possible
- P9 work with the individual in ways which promote **active participation** and which respect their experience, expertise, background, culture and beliefs
- P10 provide feedback to the individual where they seek your advice
- P11 where you are unable to provide appropriate feedback, access additional relevant support for the individual

Support individuals to plan, prepare and present their needs and wishes

You must be able to:

- P12 support the individual and key people to review the options available for the presentation, taking account of the context in which it will be made
- P13 agree with the individual your role and responsibilities, if any, in supporting them to present their wishes and needs
- P14 support the individual and key people to identify how the information they need will be organised and used by the individual
- P15 support the individual and key people to identify any specialist expertise or equipment the individual needs in order to present their wishes and needs
- P16 support the individual to rehearse what they will **communicate** to present their wishes and needs

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- P17 support the individual to identify any perceived problems with their presentation and how these may be overcome
- P18 carry out your agreed role in enabling the individual to present their own wishes and needs at the event, in ways which promote active participation

Support individuals to review outcomes and experiences

You must be able to:

- P19 work with the individual, key people and **others** to review the key messages, decisions and outcomes from the decision making process
- P20 work with all involved to agree actions when the outcomes match the individual's preferences
- P21 work with all involved to agree what action should be taken, and by whom, to remedy any negative effects when the outcomes do not match the individual's preferences
- P22 ensure that all involved have a record of the outcomes and decisions in an accessible and appropriate form
- P23 work with the individual, key people and others to review the individual's experience of representing themselves at the event
- P24 work with the individual, key people and others to analyse the strengths of the presentation and any areas for learning
- P25 complete records and reports on processes and outcomes noting any implications for the individual and key people, in accordance with legal and work setting requirements

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Knowledge and understanding

You need to know and understand:

Rights

- K1 legal and work setting requirements on equality, diversity, discrimination and rights
- K2 your role in promoting individuals' rights, choices, wellbeing and active participation
- K3 your duty to report any acts or omissions that could infringe the rights of individuals
- K4 how to deal with and challenge discrimination
- K5 the rights that individuals have to make complaints and be supported to do so

Your practice

You need to know and understand:

- K6 legislation, statutory codes, standards, frameworks and guidance relevant to your work, your work setting and the content of this standard
- K7 your own background, experiences and beliefs that may have an impact on your practice
- K8 your own roles, responsibilities and accountabilities with their limits and boundaries
- K9 the roles, responsibilities and accountabilities of others with whom you work
- K10 how to access and work to procedures and agreed ways of working
- K11 the meaning of person-centred/child centred working and the importance of knowing and respecting each person as an individual
- K12 the prime importance of the interests and well-being of the individual
- K13 the individual's cultural and language context
- K14 how to build trust and rapport in a relationship
- K15 how your power and influence as a worker can impact on relationships
- K16 how to work in ways that promote active participation and maintain individuals' dignity, respect, personal beliefs and preferences
- K17 how to work in partnership with individuals, key people and others
- K18 how to manage ethical conflicts and dilemmas in your work
- K19 how to challenge poor practice
- K20 how and when to seek support in situations beyond your experience and expertise

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Theory for practice

You need to know and understand:

- K21 the nature and impact of **factors that may affect the health, wellbeing and development of individuals** you care for or support
- K22 theories underpinning our understanding of human development and factors that affect it

Personal and professional development

You need to know and understand:

- K23 principles of reflective practice and why it is important

Communication

You need to know and understand:

- K24 factors that can affect communication and language skills and their development in children, young people and adults
- K25 methods to promote effective communication and enable individuals to communicate their needs, views and preferences

Health and Safety

You need to know and understand:

- K26 your work setting policies and practices for monitoring and maintaining health, safety and security in the work environment
- K27 practices for the prevention and control of infection in the context of this standard

Safe-guarding

You need to know and understand:

- K28 the responsibility that everyone has to raise concerns about possible harm or abuse, poor or discriminatory practices
- K29 indicators of potential harm or abuse
- K30 how and when to report any concerns about abuse, poor or discriminatory practice, resources or operational difficulties
- K31 what to do if you have reported concerns but no action is taken to address them

Handling information

You need to know and understand:

- K32 legal requirements, policies and procedures for the security and confidentiality of information
- K33 legal and work setting requirements for recording information and producing reports
- K34 principles of confidentiality and when to pass on otherwise confidential information

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Specific to this NOS

You need to know and understand:

- K35 how and where to access information and support that can inform your practice when supporting individuals to represent their own needs and wishes at decision making events
- K36 how you can access, review and evaluate information about decision making events, the type of presentations required and the individuals best interests in terms of representing their own wishes and needs at decision making events
- K37 factors that affect an individuals' capacity to represent themselves at decision-making events
- K38 how to promote individuals' capacity to identify and present their own needs and wishes
- K39 any risks associated with the decisions being made and how they will need to be addressed in the presentation
- K40 methods of supporting individuals to identify and express the needs and preferences they wish to present at decision making events, taking account of any risks
- K41 methods of supporting individuals to identify and agree the outcomes they want to achieve
- K42 methods of supporting individuals to use information from different sources in their presentation
- K43 methods of supporting individuals to prepare for and plan presentations
- K44 methods of supporting individuals to identify how their presentation of their needs and wishes is likely to impact on others
- K45 methods of providing feedback in ways that sustain the individual's confidence and independence
- K46 how to use role play and rehearsals to support individuals to prepare for and to make presentations
- K47 resources to which individuals can have access to enable them to make presentations of their needs and wishes
- K48 the role of interpreters in enabling individuals to present their own needs and wishes
- K49 the role of independent advocates and when they may be needed
- K50 methods of reviewing the outcomes of the presentations with the individual
- K51 methods of reviewing with the individual your contribution to the process
- K52 procedures through which individuals can contest the records of a presentation
- K53 recording, reporting and other documentary requirements related to the preparations for, procedures within and outcomes from decision making events and how to communicate these to individuals, key people and others in ways that can be understood by all

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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

Decision making events may be informal or formal events where decisions are likely to be made about the individual, their situation and/or their family; they may include case conferences, appeal panels, court proceedings.

The **individual** is the adult, child or young 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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