Overview

This standard identifies the requirements when you promote the rights and diversity of individuals. This includes promoting the capacity of individuals to exercise their rights and responsibilities and promoting a culture which values and respects the diversity of all individuals. It also addresses individuals’ rights in relation to information about themselves and the need to promote confidence in individuals that their rights will be upheld in the work setting.
Promote the rights and diversity of individuals

Performance criteria

You must be able to:

P1 provide up to date information, appropriate explanations and support to enable the individual and key people to understand their rights and responsibilities

P2 provide up to date information, appropriate explanations and support to enable the individual and key people to exercise their rights

P3 work in ways that demonstrate to others how to respect and promote the views, choices and wishes of individuals and key people

P4 work in ways that demonstrate to others how to promote active participation to maximise the individual’s control over their own life

P5 demonstrate through your practice how to promote the right of the individual to make informed choices and decisions about their life and well-being, and about taking and managing potential and actual risks

P6 interpret the rights and responsibilities of the individual in a way that is consistent with the law, regulation and work setting requirements

P7 provide up to date information, appropriate explanations and support to enable the individual and key people to acknowledge the complexities of decisions that may need to be made in order to balance their rights, preferences and responsibilities

P8 seek assistance when conflicts arise that you cannot deal with

Promote a culture that values and respects diversity

You must be able to:

P9 work with the individual, key people and others to understand the cultural experience, background and beliefs of the individual

P10 identify how and where to access expertise on specific cultures or aspects of culture

P11 access expertise and advice from people, groups and networks to enhance your understanding of the individual’s culture, background and beliefs

P12 work with the individual, key people and others to enhance aspects of the environment, practice and behaviour that are beneficial to an inclusive culture

P13 work with the individual, key people and others to address aspects of the environment, practice and behaviour that may create barriers to an inclusive culture
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P14 ensure that activities and practices use the individual’s culture and life experiences as a resource
P15 support the individual to consider how they may wish to build upon their cultural experience in ways that promote participation, inclusivity and co-operation with others
P16 demonstrate through your practice how to support the individual’s right to communicate using their preferred language and method
P17 model behaviour that encourages others to work in ways that promote equality and respect diversity
P18 challenge practices and processes that prevent the individual having equal opportunity to services, support and facilities
P19 seek assistance when you are having difficulty promoting equality and diversity

Promote the individual’s rights in relation to information about themselves

You must be able to:

P20 work in ways that demonstrate to others how to support the right of the individual to access information about themselves
P21 disclose information about the individual only to those who have the right and need to know, and once proof of identity has been obtained
P22 encourage others to disclose information only to those who have the right and need to know, and once proof of identity has been obtained
P23 ensure that records and reports about work with the individual are completed within confidentiality agreements and according to legal and work setting requirements
P24 maintain confidentiality when storing and accessing information about the individual
P25 work in ways that demonstrate to colleagues how to respect and protect the privacy of the individual when handling information about them

Promote confidence that the rights of individuals will be upheld in the work setting

You must be able to:

P26 ensure your own practice is always consistent with the law, regulation and work setting requirements
P27 support others to work within the law, regulation and work setting requirements
P28 use sensitively and responsibly the influence that accompanies your job role and responsibilities
P29 support others to use their influence sensitively and responsibly
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P30 work in ways that demonstrate you are honest, trustworthy, reliable and dependable at all times
P31 encourage others to be honest, trustworthy, reliable and dependable in their work
P32 work with others to ensure all communication is appropriate, open, accurate and straightforward
P33 ensure that you honour your work commitments and support colleagues to do the same
P34 ensure that you and others declare any personal interests that might influence judgements and practice
P35 work in ways that demonstrate to others how to support the right of the individual to compliment, comment and complain about services they are receiving and to have any comments and complaints taken seriously
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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 a relationship
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

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 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

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
Specific to this NOS

You need to know and understand:

K35 how and where to access information and support that can inform your practice relating to rights and valuing diversity

K36 how to help others use power and influence sensitively and responsibly
Additional Information

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 adult, child or young person you support or care for in your work.

Interests may include a pre-existing relationship with the individual; vested interests; past experiences that might affect the way you work with 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.
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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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