HSC21 Communicate with, and complete records for individuals

Elements of Competence

HSC21a Work with individuals and others to identify the best forms of communication
HSC21b Listen and respond to individuals questions and concerns
HSC21c Communicate with individuals
HSC21d Access and update records and reports

About this unit[1]
This unit is for you if you work directly with individuals using ***any*** health, social or care services.

Scope
The scope is here to give you guidance on possible areas to be covered in this unit. The terms in this section give you a list of options linked with items in the performance criteria. You need to provide evidence for any option related to your work area.

Appropriate people could include: line manager; people responsible for records.

Communication and language needs and preferences include: the individual's preferred spoken language and the use of signs; symbols; pictures; writing; objects of reference; communication passports; other non-verbal forms of communication; human and technological aids to communication.

Extra support can include the use of: key people; interpreters; translators; signers; specialist equipment to aid the individual's communication abilities.

Key people covers family, friends, carers and others with whom individuals have a supportive relationship.

Seek information from: the individual; key people; colleagues; records;

Taking appropriate action could include: repeating the message; asking individuals to repeat the message; using alternative forms of communication; seeking and acquiring additional help from key people and/or others within and outside your organisation.

Your **knowledge and understanding** will be specifically related to legal requirements and codes of practice applicable to your job; your work activities; the job you are doing e.g. domiciliary, residential care, health care, hospital settings and the individuals you are working with.

Values underpinning the whole of the unit
The values underpinning this unit have been derived from the key purpose statement[2], the statement of expectations from carers and people accessing

[1] The term 'unit' is used in this report to refer to each separate standard within the NOS suite

services, relevant service standards and codes of practice for health, social or care in the four UK countries. They can be found in the principles of care unit HSC24. To achieve this unit you must demonstrate that you have applied the principles of care outlined in unit HSC24 in your practice and through your knowledge.

Key Words and Concepts

This section provides explanations and definitions of the key words and concepts used in this unit. In occupational standards it is quite common to find words or phrases used which you will be familiar with, but which, in the detail of the standards, may be used in a very particular way. **You should read this section carefully before you begin working with the standards and refer to it if you are unsure about anything in the unit**.

Appropriate people	People from whom you need to gain permission to access records according to legal and organisational requirements
Active support	Working in a way that recognises people have the right to take part in the activities and relationships of everyday life as independently as they can, and so supports them by helping only with what they really cannot do for themselves
Communication and language needs and preferences	Individuals needs and preferences in terms of communicating with you, and you communicating with and responding to them in ways that enable them to express themselves effectively

[2] The key purpose identified for those working in health, social or care settings is "to provide an integrated, ethical and inclusive service, which meets agreed needs and outcomes of people requiring health and/or social care"

Individuals	People using health, social or care services. Where individuals use advocates and interpreters to enable them to express their views, wishes or feelings and to speak on their behalf, the term individual includes individuals and their advocates or interpreters
Key people	Those people who are key to an individual's health and social well-being. These are people in individuals lives who can make a difference to their health and well-being
Rights	The rights that individuals have to: • be respected • be treated equally and not be discriminated against • be treated as an individual • be treated in a dignified way • privacy • be protected from danger and harm • be supported and cared for in the way that meets their needs, takes account of their choices and also protects them • access information about themselves • communicate using their preferred methods of communication and language

HSC21a Work with individuals and others to identify the best forms of communication

Performance Criteria

You need to:

1. seek information and advice about **individuals** specific **communication and language needs and preferences**
2. confirm with **individuals** their preferred methods of **communication and language** and any changes in their needs
3. review your communication skills to see if they are suitable to meet the needs and preferences of **individuals**
4. where necessary, you seek extra support to ensure that:
   a. you are able to communicate with, and understand **individuals'** views and wishes
   b. **individuals'** are able to communicate with and understand you
5. record and/or report and share information about individuals' communication and language needs and preferences, within confidentiality agreements and according to legal and organisational requirements

HSC21b Listen and respond to individuals' questions and concerns

Performance Criteria

You need to,

1. check and take appropriate action to ensure **individuals** have the support they need to communicate their views, wishes and preferences
2. position yourself so that:
   - you can understand what individuals and key people are trying to convey
   - individuals and key people can understand what you have communicated
3. use appropriate body language, eye contact, tone of voice and methods of listening that actively encourage **individuals** and key people to communicate
4. give **individuals** sufficient time to communicate without interrupting or finishing off their communication
5. concentrate, listen and respond appropriately when you are communicating with the **individuals** and **key people**
6. respond appropriately to any questions and concerns that individuals and **key people** have
7. seek additional advice and support for **individuals**' **and key people's** questions and concerns that are beyond your competence to deal with

HSC21c Communicate with individuals

Performance Criteria

You need to,

1. support **individuals** to use their preferred means of **communication and language**
2. communicate with **individuals** and **key people** at a pace, in a manner, and at a level appropriate to individuals' understanding, needs and **preferences**
3. provide **active support** to enable **individuals** to communicate and participate in communications
4. ensure the focus of the communication is with the **individual** whilst acknowledging the input from others
5. adapt your communications:
   - to meet **individuals'** changing **needs and preferences**
   - when **individuals** and key people have difficulty understanding what you want to communicate
6. at the appropriate times within the communication:
   - clarify points and check that you understand what is being communicated
   - confirm/check that **individuals and key people** understand what you are saying
7. take appropriate action to address any misunderstandings
8. respect **individuals' and key people's** rights to confidentiality of information, within legal and organisational procedures
9. report or record what you have done, any problems you have had and any outcomes arising from the communications, within confidentiality agreements and according to legal and organisational requirements

HSC21d Access and update records and reports

Performance Criteria

You need to,

1. seek permission from the **appropriate people** to access records where needed
2. access and complete the correct records according to:
   - confidentiality agreements
   - legal requirements
   - organisational policies, procedures and practices
   - the activities you have undertaken
3. record or pass on information about **individuals' needs and preferences**, including those about **language and communication**
4. report accurate and sufficient information to the appropriate people, about:
   - any problems you had carrying out the care of **individuals** and what you did about these
   - any signs and symptoms that indicate changes in **individuals** condition and care needs

- any difficulties you have in accessing and updating records and reports

5. support **individuals** to understand why and what you have reported or recorded
6. ensure the security of access to records and reports according to legal and organisational procedures

Knowledge Specification for the whole of this unit

Competent practice is a combination of the application of skills and knowledge informed by values and ethics. You must show that you abide by Codes of Practice and use your knowledge and skills in your every day work. Therefore, when using this specification **it is important to read the knowledge requirements in relation to expectations and requirements of your job role**..

You need to show that you know, understand and can apply in practice:

Values

1. legal and organisational requirements on equality, diversity, discrimination and **rights** when communicating with and completing records and reports about individuals
2. how to provide **active support** to enable individuals to communicate their needs, views and preferences
3. methods and ways of communicating that:
    a. support equality and diversity
    b. support the rights of people to communicate in their preferred method, media and language
    c. are effective when dealing with, and challenging discrimination when communicating with, individuals and key people

Legislation and organisational policy and procedures

4. codes of practice and conduct, and standards and guidance relevant to your own role, responsibilities and accountability and duties of others when communicating with and completing records and reports about individuals
5. current local, UK legislation, and organisational requirements, procedures and practices for:
    a. accessing records and information about individuals' communication and language needs and preferences
    b. recording, reporting, confidentiality and sharing information, including data protection
    c. communicating with individuals

Theory and practice

6. actions to take when you observe any key changes in individuals' communication skills and abilities, what they are trying to communicate and their hearing
7. factors that can affect the communication skills, abilities and development of the individuals with whom you are working
8. ways to communicate with the people you work with, how to find out about individuals' communication and language needs, wishes and preferences
9. the importance of:
    - focusing on the individual
    - active listening
    - space and positioning when communicating
    - body language and eye contact when communicating
    - giving individuals sufficient time to communicate
    - using individuals preferred means of communication and language
    - checking that you and the individuals understand what has been communicated
    - how to adapt the way you communicate
10. recording and reporting requirements for individuals and for your activities
11. where, why and how to get permissions to access records and reports
12. how to, and why you need to report and/or complete records accurately,

comprehensively and in ways that can be understood by those who need to access and use the records and reports

13. the reasons for ensuring confidentiality and security of records and reports
14. how to and why you need to share information with individuals, key people and others