HSC41	**Use and develop methods and systems to communicate, record and report**

Elements of Competence

HSC41a	Identify methods and systems to promote effective communication and engagement with individuals and key people
HSC41b	Develop and use communication methods and systems to promote effective communication
HSC41c	Evaluate communication methods and systems
HSC41d	Maintain and share records and reports

About this unit[1]

For this unit you need to be able to identify, develop, use and evaluate methods and systems to communicate, record and report.

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.

Communication and language needs and preferences include: individuals' preferred spoken language; the use of signs; symbols; pictures; writing; objects of reference; communication passports; other non verbal forms of communication.

Evidence may be based on: research; knowledge; quantitative data; qualitative data; facts e.g. times, dates, age, information about conditions etc; your own opinion (this should be informed by practice and knowledge and should not go outside your competence).

Key people include: family; friends; carers; others with whom individuals have a supportive relationship.

Language sensitivity includes: where the first language of the person is not English e.g. Welsh, French, Hindi etc people whose first language is British Sign Language; where people use other forms of communication rather than spoken language.

Risks could include the possibility of: danger, damage and destruction to the environment and goods; injury and harm to people; self-harm; bullying; abuse; reckless behaviour.

Your **knowledge and understanding** for this unit will relate to:

- legal requirements and codes of practice applicable to the scope of your work and that of others with whom you work
- your role, and level of responsibility you have within your organisation to manage activities to achieve an optimum service

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

- the depth and breadth of understanding that will enable you carry out your job role and support others to perform competently
- the need to be able to solve problems and resolve conflicts
- the need to be able to evaluate, assess situations and act appropriately
- systems and processes within your own and across other organisations, and
- the need for you to be able to work in collaboration with individuals[2], key people and others within and outside your organisation.

Values underpinning the whole of the unit

The values underpinning this unit have been derived from the key purpose statement[3], the statement of expectations from carers and people accessing services, relevant service standards and codes of practice for health, social or care in the four UK countries. If you are working with children and young people they can be found in the principles of care unit HSC44. If you are working with adults they can be found in HSC45. To achieve this unit you must demonstrate that you have applied the principles of care outlined in either unit HSC44 or HSC45 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. **Therefore, we would encourage you to read this section carefully before you begin working with the standards and to refer back to this section as required**.

Active support	Working in a way that recognises people have a 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
Engagement	Promoting the active involvement of individuals in communication. This requires consistency between your verbal and non-verbal behaviour that respects individuals and key people's experience, expertise, culture, history and religion
Evaluation information	Feedback received from all sources, including individuals and key people, which, when collated and interpreted, will allow decisions to be made about the effectiveness of communication methods and systems
Evidence	The information on which judgements should be made. When providing evidence you should clearly differentiate between what is fact, what is opinion, what is based on research and

[2] If you are working with children and young people the term "individuals" covers children and young people and "key people" covers parents, families, carers, friends and others with whom the child/young person has a supportive relationship

[3] 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"

knowledge based practice

Individuals People requiring health and 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 within this standard covers individuals and their advocates or interpreters

Key people 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

Language sensitivity Being sensitive to people's language needs and preferences

Others Other people within and outside your organisation who are necessary for you to fulfil your job role

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 a way they choose
- access information about themselves
- communicate using their preferred methods of communication and language

Risks The likelihood of danger, harm or abuse arising from anything or anyone

Staff People who work in any position within your organisation

HSC41a Identify methods and systems to promote effective communication and engagement with individuals and key people

Performance Criteria

You need to,

1. provide **active support** to enable **individuals**, **key people** and those within and outside your organisation to identify what needs to be in place to promote effective communication and **engagement**
2. review the specific communication and language needs and preferences across the range of individuals with whom you and other staff work
3. identify any potential and actual barriers to communication and engagement
4. support others within and outside your organisation to understand and overcome barriers to communication and engagement
5. identify changes to the environment that will promote communication, including language sensitivity, and increase participation of individuals and key people
6. work with individuals, key people and those within and outside your organisation to agree how to resolve conflicts of opinion and perspective

7. identify different styles and methods to communicate and engage with individuals and key people
8. seek information and advice from specialists to enable you to promote communication and engagement

HSC41b Develop and use communication methods and systems to promote effective communication

Performance Criteria

You need to,

1. assess, and support others to assess, the potential impact of any communication on the short, medium and long-term outcomes for individuals, key people and those within and outside your organisation
2. communicate in ways that respect the rights and concerns of individuals and key people, using the individual's preferred method of communication and language
3. develop and use different methods, styles and skills to communicate and engage with individuals and key people
4. act as a positive role model to support and encourage the active participation and engagement of individuals and key people
5. modify the content and structure of your communication to:
   - take account of the purpose of the communication
   - meet the needs and concerns of individuals and key people
   - address any barriers to effective communication and engagement
6. use a range of skills, different systems and methods to promote effective communications between:
   - staff
   - staff and individuals
   - staff and key people
   - people within and outside your organisation
7. where possible, change and support others to change environments to improve communication, participation and engagement
8. seek additional information and advice where improvements and changes are outside your competence and responsibilities to deal with

HSC41c Evaluate communication methods and systems

Performance Criteria

You need to,

1. agree the information that needs to be collected and when it needs to be made available
2. work with individuals and key people to evaluate their experience of the different forms of communication and support them to identify whether and where improvements could be made
3. evaluate the effectiveness of communication systems:
   - in supporting individuals and key people
   - in promoting inter-agency and partnership working

- in responding to comments and complaints

4. provide **evaluation information** to those involved in an accessible form and in sufficient time for it to be considered in relevant forums
5. record, report and make recommendations for changes and improvements to communication systems based on the evaluation information collected and other **evidence**
6. contribute to changing systems to enable more effective communication between:
   - staff
   - staff and individuals
   - staff and key people
   - people within and outside your organisation
7. seek information and advice where improvements and changes are outside the scope of your expertise

HSC41d Maintain and share records and reports

Performance Criteria

You need to,

1. identify, clarify and use legal, organisational and inter-agency policies and protocols for accessing and completing records and reports
2. provide evidence for your judgements and decisions within the records and reports, including where this is based on informed opinion
3. record evidence which:
   - supports your judgements and decisions
   - conflicts with your judgements and decisions
   - clarifies events and decisions
4. produce records and reports that:
   - reflect best practice
   - are accurate, concise, objective, understandable, legible and accessible to individuals, key people and others
   - document conflicts, disagreements, unmet needs and any **risks** associated with these
   - document improvements, positive achievements and outcomes
   - use information and communication technology
5. ensure that individuals have access to information about themselves that they can understand
6. check and agree the accuracy of the records and evidence with all concerned in the decision making process, and acquire the appropriate signatures, if required
7. receive, discuss and take action in response to feedback from those who receive your records and/or reports
8. store and share records and reports, within confidentiality agreement and according to legal, organisational and inter-agency agreements and requirements

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. This specification details the knowledge and understanding required to carry out competent practice in the performance described in this unit.
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, **rights**, confidentiality and sharing of information when communicating, recording and reporting with individuals, key people and others
2. knowledge and practice that underpin the holistic person centred approach which enable you to work in ways that:
    - place the individual's preferences and best interests at the centre of everything you do
    - provide active support for the individuals
    - recognise the uniqueness of individuals and their circumstances
    - empower individuals to take responsibility (as far as they are able and within any restrictions placed upon them), and make and communicate their own decisions about their lives, actions and risks
3. methods and ways of communicating that:
    - support equality and diversity
    - support the rights of people to communicate in their preferred way, media and language
    - are ethical and adhere to any codes of practice relevant to your work
    - respect other people's ideas, values and principles
    - ensure people's dignity and rights when identifying and overcoming barriers to communication
4. how to manage ethical dilemmas and conflicts for individuals, those who use services and staff/colleagues, about communication, recording and reporting
5. how to challenge information, documents, systems, structures, procedures and practices that are discriminatory, especially in relation to individuals communication and information needs

Legislation and policy

6. codes of practice and conduct, and standards and guidance relevant to your own and the roles, responsibilities, accountability and duties of **others** when communicating, recording and reporting
7. current local, UK legislation and organisational requirements, procedures and practices for:
    - data protection
    - employment practices
    - protecting individuals from danger, harm and abuse

- making and dealing with complaints and whistle blowing
- multi-disciplinary and multi-agency working
- working in integrated ways to promote the individual's well-being
- promoting your organisation's services and facilities
- managing and processing requests for health and care services, and the parameters for accepting or rejecting requests for your organisation

8. practice standards and guidance about:
    - best practice methods and systems for communicating with individuals and key people
    - best practice methods and systems for communicating with others in and outside your organisation
    - lessons learned from serious failures of communication
9. how to access, evaluate and influence organisational and workplace policies, procedures and systems for communicating, recording and reporting
10. how to access and record information, decisions and judgements about individuals communication and language needs and preferences, electronically and manually
11. how different philosophies, principles, priorities and codes of practice can affect inter-agency and partnership working when communicating, recording and reporting
12. policies, procedures, guidance and protocols for communicating and working with the other organisations and professions with whom you work

Theories and practice

13. how and where to access literature, information and support to inform your practice for the managing and processing of communication, recording and reporting
14. a current knowledge of literature related to best practice in recording, reporting and developing and evaluating communication systems and methods
15. a current knowledge of government reports, inquiries and research relevant to recording, reporting and personal, organisational, multi-disciplinary and multi-organisational communications
16. evidence and knowledge based theories and models of good practice in:
    - communication (including verbal and non-verbal communications)
    - barriers to communication and how to overcome these
17. theories about:
    - human growth and development and how this can influence and affect communication abilities
    - communication abilities and skills and their impact on individuals' identity, self-esteem and self-image
    - power relationships and how these can be used and abused when communicating with vulnerable people
    - multi-disciplinary and multi-organisational working and communication
    - evidence based research and knowledge based research and the

benefits of both when recording and reporting

18. knowledge of the physical and mental health conditions you are likely to have to deal with and make judgements on when managing and processing requests for services
19. health, social, emotional, financial and environmental factors that affect the communication skills and abilities and well-being of individuals, families, groups and communities
20. how different philosophies, principles, priorities and codes of practice can affect inter-agency and partnership communications and working
21. physical and mental health conditions you are likely to have to deal with in your work with individuals, families, carers, groups and communities and their effect on the communication needs of individuals
22. methods of supporting individuals and key people to express their wishes, needs and preferences about their preferred methods of communication and language
23. specific equipment that will enable individuals with speaking, sight or hearing difficulties and additional needs or learning difficulties to receive and respond to information and how to access and use this
24. methods of supporting staff to work with individuals, key people and others to use and evaluate communication systems and methods
25. the use of evidence, fact and knowledge based opinion in records and reports and why it is important to differentiate between these and make clear the source of evidence
26. the types of records and reports you are required to complete within your work role and how to complete them
27. the different types of data that can be used within reports and records and which are best for records and reports you need to access, complete, use and develop
28. communication systems, structures and practice and how to evaluate and improve these
29. methods of working which facilitate the resolution of the conflicts that you are likely to face when communicating with individuals and key people
30. the range of skills, styles and methods that promote good communication practice
31. how and where Information Communication Technologies can and should be used for communicating, recording and reporting