

## SCDHSC0331

# Support individuals to develop and maintain social networks and relationships



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### Overview

This standard outlines the requirements when supporting individuals to develop and maintain social networks and relationships. This includes supporting them to identify their preferences and needs for social networks and relationships. It addresses support for developing new relationships and for maintaining existing ones. It also covers supporting individuals to stay safe within their relationships.

# SCDHSC0331

## Support individuals to develop and maintain social networks and relationships

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### Performance criteria

#### Support individuals to identify their preferences and needs in respect of social networks and relationships

*You must be able to:*

- P1 support the **individual** to identify their preferences and needs in respect of social networks and relationships
- P2 use documents, materials, naturally occurring events and specific activities to help the individual **communicate** their preferences and needs
- P3 support the individual to identify the advantages and possible difficulties of developing and maintaining relationships and social networks
- P4 support the individual to recognise any relationships or networks that may be detrimental to them
- P5 take account of any legal requirements or restrictions when supporting the individual to identify their preferences and needs
- P6 confirm with the individual their views on which social networks and relationships they want to maintain, develop, restore and withdraw from

#### Support individuals to develop new social networks and relationships

*You must be able to:*

- P7 confirm with the individual where they want to develop new relationships or social networks
- P8 support the individual and **key people** to identify what they need to do, currently and in the future, to develop new relationships and social networks
- P9 support the individual to recognise the benefits of building relationships with people or groups who share the same interests as themselves
- P10 support the individual to develop new social networks and relationships, in ways that promote the individual's **active participation**
- P11 ensure that known **risks** are being managed and reviewed regularly
- P12 provide appropriate support where the individual experiences difficulties in developing a relationship or where they appear to become isolated
- P13 ensure that legal, ethical and spiritual requirements are taken into account when supporting the individual to develop new social networks and relationships

# SCDHSC0331

## Support individuals to develop and maintain social networks and relationships

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### Support individuals to maintain supportive relationships

*You must be able to:*

- P14 help the individual to recognise the benefits of keeping in contact with key people, taking account of any legal restrictions
- P15 encourage the individual to keep in contact with key people, providing support where necessary
- P16 respect the individual's wishes and rights for privacy and confidentiality when they invite friends or family members to spend time with them
- P17 encourage the individual, their friends and family members to be involved in activities and outings within and outside the individual's usual environment

### Support individuals to maintain their safety and wellbeing within relationships

*You must be able to:*

- P18 support the individual to avoid relationships and involvement in social networks that are abusive or could lead to **danger**, harm or abuse
- P19 support the individual to understand any restrictions that are placed on contact with specific people and groups and the reasons for these
- P20 where necessary, supervise visits to safeguard the individual and others
- P21 support the individual to recognise abusive relationships and how to report them
- P22 support the individual to end contact with particular people and social networks where these could lead to danger, harm or abuse
- P23 support the individual to cope with any distress when a relationship ends
- P24 make use of specialist help where the individual has specific relationship problems, within confidentiality agreements

# SCDHSC0331

## Support individuals to develop and maintain social networks and relationships

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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 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

# SCDHSC0331

## Support individuals to develop and maintain social networks and relationships

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and expertise

### 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 individuals
- 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

## SCDHSC0331

# Support individuals to develop and maintain social networks and relationships

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- 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 about supporting individuals to develop and maintain social networks and relationships
- K36 the role of relationships and social networks in promoting individuals' well-being
- K37 the ways in which relationships are formed, may change and can be ended and the effect this may have on individuals
- K38 types of contact and relationships that can be beneficial and those that can be detrimental to the individuals with whom you are working
- K39 situations when individuals, key people and others may be at risk from contact with social networks and relationships and how to assess and deal with these
- K40 methods of working with individuals and their networks to maintain or end existing contacts including through the use of the internet and social networking sites
- K41 the benefits and challenges of using the internet and social networking sites for developing and maintaining relationships
- K42 methods of ensuring individuals understand the need to maintain existing contacts with individuals and networks
- K43 methods of ensuring individuals understand the need to move on from old relationships
- K44 methods of ensuring individuals understand the need to form and maintain new relationships
- K45 methods of ensuring individuals understand the need to avoid contact with those people and groups where limitations have been placed upon them
- K46 issues that are likely to arise when supporting individuals to develop, maintain and move on from contacts and relationships and how to support the individuals to deal with these

# SCDHSC0331

## Support individuals to develop and maintain social networks and relationships

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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

**Danger** is the possibility of harm or abuse happening imminently; in the short term; in the medium term; in the longer term

The **individual** is the 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

**Risks** involve the likelihood of danger, harm or abuse arising from anything or anyone and could include the possibility of danger, damage and destruction to the environment and goods; injury and harm to people; self-harm and abuse

## SCDHSC0331

# Support individuals to develop and maintain social networks and relationships

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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



## SCDHSC0331

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