

SCDHSC0356

Support individuals to deal with relationship problems



Overview

This standard outlines the requirements when you support individuals who are experiencing difficulties in their personal relationships. This includes supporting them to assess problems within relationships and to find ways to overcome these. It also includes working with individuals to evaluate relationship problems and the effectiveness of the support they have received.

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Performance criteria

Support individuals to assess problems within their relationships

You must be able to:

- P1 access information and advice about relationships and potential problems that may be experienced by the **individual**
- P2 support the individual and **key people** to identify the effects that relationships with specific people and groups may have on their own well-being and that of others
- P3 support the individual to **communicate** any problems they experience in their relationships
- P4 support the individual to communicate the perceived causes of any relationship problems
- P5 access information that will help you support the individual to explore and address the specific relationship problems they have identified
- P6 work with the individual to assess the nature of the problem and what may need to change in order to address it
- P7 agree with the individual the amount and type of support they need in order to address the problem
- P8 seek additional support and advice from appropriate people and organisations where you are unable to deal with the relationship problem

Support individuals to overcome relationship problems

You must be able to:

- P9 support the individual to decide how best they can build and maintain a relationship where there are difficulties
- P10 support the individual to identify ways in which they can help themselves to overcome difficulties within the relationship
- P11 take account of any legal requirements or restrictions when supporting the individual to overcome difficulties
- P12 support the individual to deal with fears and anxieties when preparing to make contact within a difficult relationship
- P13 support the individual to access and use facilities for contact
- P14 encourage the individual to keep appropriate contact between meetings
- P15 support the individual to find ways to manage conflicts and tensions in the relationship
- P16 carry out other specific activities as agreed to support the individual within the relationship
- P17 monitor the individual's wellbeing and behaviour within, or resulting from, the relationship

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- P18 report to appropriate people any concerns about the individual's behaviour, wellbeing or situation which are outside your ability to deal with
- P19 work with the individual to plan how they can remove themselves from a relationship that is destructive, damaging or abusive
- P20 seek additional help, support and advice from appropriate people and organisations where you are unable to help the individual to overcome relationship problems

Work with individuals to evaluate relationship issues, problems and support

You must be able to:

- P21 work with the individual and key people to identify how they can participate in evaluating relationship issues and the support provided
- P22 work with the individual to evaluate their relationship needs and issues and the effectiveness of support received to help overcome problems
- P23 support the individual to evaluate the benefits and any detrimental effects of making, being involved in and maintaining contact with particular people in their lives
- P24 support the individual to evaluate the level and type of support they require to maintain appropriate contacts and build supportive relationships in the future
- P25 collate feedback from the individual, key people and **others** to inform the evaluation
- P26 contribute to the evaluation of the individual's relationships, the problems associated with them and the actions taken to overcome these
- P27 complete records and reports on actions, processes and outcomes from working with the individual to address relationship problems, 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

You need to know and understand:

Your practice

- 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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You need to know and understand:

Theory

- 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 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 to access records and information on the needs, views and preferences of individuals and key people regarding relationship problems
- K36 how and where to access information and support that can inform your practice about supporting individuals to overcome relationship problems
- K37 how you can access, review and evaluate information about relationships and problems associated with these, generally and for the specific individuals with whom you work
- K38 social and psychological factors that can affect relationships
- K39 the role of relationships and social networks in promoting individuals' well-being
- K40 the ways in which relationships are formed, may change and can be ended and the effect this may have on individuals
- K41 types of relationships that can be beneficial and those that can be detrimental to the individuals with whom you are working
- K42 situations when individuals, key people and others may be at risk from relationships and how to assess and deal with these
- K43 actions and conditions that might enhance and inhibit the relationship difficulties of individuals and ways of resolving difficult relationship issues
- K44 role of relationships and social networks in promoting the well-being of the individuals with whom you work
- K45 the benefits and challenges of using the internet and social networking sites for developing and maintaining relationships
- K46 methods of ensuring individuals understand the need to maintain relationships with individuals and networks
- K47 methods of ensuring individuals understand the need to move on from old relationships
- K48 methods of ensuring individuals understand the need to form and maintain new relationships
- K49 methods of ensuring individuals understand the need to avoid contact with those people and groups where limitations have been placed upon them
- K50 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
- K51 the support you may need when dealing with those who have difficult relationships and how to access this
- K52 factors influencing roles, relationships and communication within families
- K53 the physical conditions and emotional factors which may have an effect on 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.

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

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 may include adverse circumstances or trauma before or during birth; autistic spectrum conditions; discrimination; domestic violence; family circumstances; foetal alcohol syndrome; 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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Developed by	Skills for Care & Development
Version number	1
Date approved	March 2012
Indicative review date	August 2014
Validity	Current
Status	Original
Originating organisation	Skills for Care & Development
Original URN	HSC356
Relevant occupations	Health, Public Services and Care; Health and Social Care; Associate Professionals and Technical Occupations; Health and Social Services Officers; Health Associate Professionals; Personal Service Occupations; Healthcare and Related Personal Services;
Suite	Health and Social Care
Key words	support, maintaining, relationships