

## SCDHSC0382

# Support individuals to manage change in their lives



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### Overview

This standard outlines the requirements when you support individuals to manage change in their lives. It includes working with individuals to prepare for change, supporting them to manage and adapt to the change during the transition period, then working together to review the effectiveness of methods and strategies used.

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### Performance criteria

#### Support individuals to prepare to manage change

*You must be able to:*

- P1 support the **individual** and **key people** to **communicate changes** that have occurred or that are about to occur in their lives
- P2 support the individual and key people to identify the impact, positive and negative, that the change has had or is likely to have on their lives
- P3 support the individual to identify their preferences, their concerns and any **risks** associated with the change
- P4 identify with the individual and key people the expertise and experience they have within themselves that will help them to prepare for and manage the change, and ways to develop these further
- P5 identify with the individual and key people the expertise and experience available from their personal networks to enable them to prepare for and manage the change
- P6 support the individual to identify any additional information, resources, support or expertise needed to assist them in managing the change
- P7 work with the individual, key people and others to agree the outcomes they wish to achieve in managing the change and plan how to accomplish them
- P8 contribute to identifying and addressing any risks associated with the individual's preferred options for managing the change
- P9 work with the individual, key people and others to identify the expertise they bring and the activities for which you and they will be responsible
- P10 agree with the individual, key people and others how processes and outcomes will be monitored and reviewed

#### Support individuals and key people to manage change

*You must be able to:*

- P11 carry out your agreed role to support the individual to manage the change in ways that promote **active participation**
- P12 support the individual and key people to communicate any fears, anxieties and concerns when going through the period of change
- P13 ensure that information associated with the change is made available to the individual regularly, promptly and in an accessible form
- P14 support the individual and key people to identify ongoing changes in their requirements during the time of transition and the implications and impact of these, including any risks that may emerge
- P15 work with the individual, key people and others to implement and

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- adjust activities, resources, services and support to enhance the individual's capacity to manage and adapt to the change
- P16 support the individual and key people to recognise progress and achievement during the transition period
- P17 support the individual to address any feelings of loss and any impact on their identity or self-esteem arising from the change
- P18 seek additional expertise and support when you are unable to meet the needs of the individual and key people in managing change

#### **Support individuals to review the methods they have used to manage change**

*You must be able to:*

- P19 support the individual and key people to agree how they should be involved in reviewing the methods and processes involved in managing the change
- P20 agree with the individual how you and others should be involved in the review process
- P21 work with the individual and key people to identify where there have been positive changes in their well-being and where there are concerns
- P22 work with others involved to identify positive and negative aspects of the process and outcomes
- P23 contribute in agreed ways to evaluating whether outcomes have been achieved and whether strategies and support have been effective
- P24 contribute to identifying any adjustments that need to be made to the activities, resources, services and support provided
- P25 complete records and reports on the effectiveness of the strategies and support used to enable the individual and key people to manage change, in accordance with legal and work setting requirements

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## Support individuals to manage change in their lives

### 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 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

#### 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

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and factors that affect it

*You need to know and understand:*

### **Personal and professional development**

K23 principles of reflective practice and why it is important

*You need to know and understand:*

### **Communication**

K24 factors that can affect communication and language skills and their development in children, young people and adults

K25 methods to promote effective communication and enable individuals to communicate their needs, views and preferences

*You need to know and understand:*

### **Health and Safety**

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

*You need to know and understand:*

### **Safe-guarding**

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

*You need to know and understand:*

### **Handling information**

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

*You need to know and understand:*

### **Specific to this NOS**

K35 how to access records and information on the needs, views and preferences of individuals and key people regarding their abilities to cope with and manage change

K36 how you can access, review and evaluate information about managing change generally, and for specific individuals

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- K37 social and psychological factors that can affect people's response and management of change
- K38 actions and conditions that might enhance and inhibit individuals' ability to manage and cope with change
- K39 the role of relationships and social networks in supporting individuals to cope with and manage change
- K40 methods of working with individuals to understand the process of change and its likely impact on their lives and those of key people
- K41 methods of promoting individuals' strengths and those in their networks as key resources for achieving change
- K42 methods of working with individuals to plan and implement agreed changes so that they are tailored to the outcomes the individual wants to achieve and the ways they want to use them
- K43 methods of planning and implementing incremental and radical change in individuals' lives and its impact on key people and others
- K44 methods of working with individuals when the changes are forced upon them
- K45 methods of working with families and networks to maintain support and cope with change
- K46 methods of planning, monitoring, review and evaluation that are participative
- K47 issues likely to arise when supporting individuals to cope with and manage change and how to support the individuals to deal with these

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## Support individuals to manage change in their lives

### 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

**Changes** may be sudden or incremental; planned or unplanned; related to changing environments, changing physical and/or mental health, changing capacity for independent living

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

**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 in your practice and through your knowledge

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### Support individuals to manage change in their lives

#### 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

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#### 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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| <b>Developed by</b>             | Skills for Care & Development  |
| <b>Version number</b>           | 1  |
| <b>Date approved</b>            | March 2012   |
| <b>Indicative review date</b>   | August 2014  |
| <b>Validity</b>                 | Current  |
| <b>Status</b>                   | Original   |
| <b>Originating organisation</b> | Skills for Care & Development  |
| <b>Original URN</b>             | HSC382   |
| <b>Relevant occupations</b>     | 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 |
| <b>Suite</b>                    | Health and Social Care   |
| <b>Key words</b>                | support, adapt, manage   |