

## SCDHSC0389

### Work with carers, families and key people to maintain contact with individuals



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#### Overview

This standard identifies the requirements when supporting carers, families and key people to maintain contact with individuals. This includes working with individuals to identify relationships that are important to them, working with carers, families and key people to maintain supportive relationships and supporting carers, families and key people when in contact with individuals.

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#### Performance criteria

#### Support individuals to identify relationships that are important to them

*You must be able to:*

- P1 work with the **individual** to identify family and social relationships that are important to them
- P2 support the individual to establish how they can maintain their family and social relationships as their needs and circumstances change
- P3 work in ways that promote **active participation** to enable the individual to participate in groups that are important to them
- P4 support those within groups to be inclusive of the individual and others

#### Work with carers, families and key people to maintain their relationships with individuals

*You must be able to:*

- P5 support **carers, families and key people** to recognise the importance of their relationships with the individual
- P6 encourage carers, families and key people to play an active and supportive part in the individual's life
- P7 support the individual, carers, families and key people to establish how their relationships can be maintained, taking account of the individual's needs and circumstances and any expected changes
- P8 work with carers, families and key people to acquire any additional support they need to maintain supportive relationships with the individual
- P9 identify information, resources and support groups that may help carers, families and key people to manage their relationship with the individual more effectively
- P10 support carers, families and key people to **communicate** the reasons for any difficulties they have in coping with their relationship with the individual
- P11 highlight to the appropriate people any **risks** of danger, harm and abuse that might arise from unmet support needs for carers, families and key people
- P12 take appropriate action to highlight any deficiencies in resources to support relationships
- P13 complete records and reports about any requirements needed to support carers, families and key people to maintain relationships with the individual, in accordance with legal and work setting requirements

#### Support carers, families and key people when in contact with individuals

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*You must be able to:*

- P14 support carers, families and key people to understand any changes in the individual that might cause them to be distressed or frustrated
- P15 support carers, families and key people to deal with any changes in the individual and any problems these may cause
- P16 listen to concerns about the individual that carers, families and key people may express
- P17 respond promptly to any requests from carers, families and key people for information that it is within your capability to give
- P18 observe interactions between the individual and carers, families and key people
- P19 identify any changes in the behaviour of the individual, carers, families and key people whilst they are interacting with each other
- P20 monitor changes during interactions which might lead to conflict and disagreements
- P21 intervene appropriately where conflicts and disagreements occur, according to work setting practices and procedures
- P22 seek additional expertise and support where you are unable to respond in ways that will diffuse situations
- P23 seek additional expertise when any difficulties and concerns are outside the scope of your responsibility
- P24 examine with the individual, carers, families and key people the benefits and limitations of maintaining contact with the individual where there are difficulties during contact
- P25 complete records and reports about changes and consequences to the appropriate people, 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

#### 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 for practice

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*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

*You need to know and understand:*

### **Personal and professional development**

- 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

*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

### **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

### **Specific to this NOS**

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*You need to know and understand:*

- K35 the rights of carers, families and key people in relation to individuals, including any restrictions placed upon anyone
- K36 how to access records and information on individuals, carers, families and key people
- K37 how and where to access information and support that can inform your practice when working with carers, families and key people to maintain contact with individuals
- K38 theories relevant to effective relationships with carers, families and key people
- K39 theories relevant to the role and contribution of carers, families and key people and their contact in supporting the health, social and emotional needs of individuals
- K40 methods of communicating and interacting with carers, families and key people to encourage them to maintain contact with individuals
- K41 issues you are likely to face in your work with carers, families and key people
- K42 procedures, best practice and factors that you need to take account of when working with carers, families and key people
- K43 factors that are likely to affect the maintenance of contact with individuals and how to overcome these
- K44 aspects of the individuals' care, behaviour and conditions that may be stressful and inhibit carers, families and key people from maintaining contact
- K45 the importance of carer, family and network dynamics, relationships and roles when working with individuals and their carers, families and key people
- K46 how to assess and deal with situations when carers, families and key people and the individual may be at risk

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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

**Carers** are those who provide unpaid support and may include family members, partners, neighbours or friends

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

**Families** are people who are legally related to the individual and those who through relationships have become an accepted part of their family

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

A **risk** takes account of the likelihood of a hazard occurring and may include the possibility of danger, damage and destruction to the environment and goods; the possibility of injury and harm to people

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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 that may be applicable to your role, and the principles and values that underpin your work setting including the rights of children 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>Status</b>	Original
<b>Originating organisation</b>	Skills for Care & Development
<b>Original URN</b>	HSC389
<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
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