

HSC233 Relate to, and interact with, individuals

[From the Health & Social Care NOS. Formerly also known as DANOS AA2.]

For this unit you need to be able to identify the relationship needs of individuals, develop effective relationships with them and monitor and alter the relationships to meet changing needs.

Name of applicant:

I confirm that I am the line manager / supervisor for the above named.

I have assessed the applicant's competence in relation to each of the numbered items listed overleaf and have placed my initials against each numbered item to indicate my satisfaction that the applicant has demonstrated the competence to which it refers (see notes below).

My assessment of the applicant's competence in this unit is based on the following (see notes below):

Name:

Signed:

Date:

Notes

You should 'sign off' the applicant's competence in relation to each of the items listed below only where you have *clear evidence* that they have demonstrated the appropriate knowledge or skills in *real life* settings. Your assessment should be based on one or more of the following: observation of the applicant's practice, your supervision of the applicant, evidence provided by an appropriate third party (such as clients / colleagues / previous supervisor/line manager). Note - completion of a training course does NOT itself provide evidence of competence in a particular area.

In some cases the applicant will not have the opportunity within their existing position to demonstrate all of the required competences. Where this is the case arrangements will need to be made for their competence to be assessed in an alternative setting (such as on placement), or, where applicable, for it to be confirmed by a supervisor / line manager from a previous post.

Performance criteria

To perform to the standard you must ensure that:

1. you identify any issues that you need to take account of when meeting and forming relationships with individuals
2. you support individuals to communicate their needs and preferences about the relationships they wish to have with you
3. you listen to and respect the views, expertise and experience of individuals
4. you treat individuals fairly and do not discriminate nor disadvantage them in any way
5. you make clear to individuals the boundaries of your job role and the time you can spend with them
6. you work with individuals to set appropriate boundaries for your relationship with them
7. you agree with individuals the type of relationship you are able to have with them, taking account of:
 - your role
 - the tasks you will be undertaking with and for individuals
8. you identify potential areas of conflict and report these to the appropriate people
9. you treat information accessed, given and acquired about individuals confidentially and according to legal and organisational requirements
10. you develop relationships with individuals and key people that balance the individuals needs and preferences with the requirements of your job
11. you listen to individuals and show, by the way you behave that you have heard and taken account of individuals' views
12. you respect the views, expertise and experience of individuals, ensuring that you treat them fairly and do not discriminate nor disadvantage them in any way
13. you develop the trust of individuals by being honest about:
 - the service you and your organisation can provide
 - the type and boundaries of the relationship you can have with them
 - how any information may be shared with individuals, key people and others
 - any legal and organisational requirements
 - any activity you cannot undertake for individuals, always giving reasons for this sensitively
14. you interact with individuals in ways that enable them to participate in planning, implementing and reviewing the service you are providing
15. you work with individuals to resolve conflicts and agree a way forward in the relationship
16. you record and report any relationship issues within confidentiality agreements and according to legal and organisational requirements
17. you support individuals, key people and others with whom you work to identify any changes in your relationship with the individuals and the reasons for this
18. you identify and deal sensitively with individuals when changes in your relationship with them might cause conflict and distress
19. you work with individuals, key people and others with whom you work to make relationship changes which may include the need to end the relationship
20. you communicate to individuals and key people:
 - any changes that are being made
 - the reasons for the changes

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- what the changes may mean to them
21. you make changes to relationships in ways that take account of the disruption this may cause to:
 - individuals and key people
 - the activities you will be undertaking
 22. you treat information about individuals confidentially and according to legal and organisational requirements
 23. you record and report changes made and any effect this might have on the individual within confidentiality agreements and according to legal and organisational requirements

Knowledge and Understanding

To perform competently in this unit, you need to know and understand:

Values

1. legal and organisational requirements on equality, diversity, discrimination and rights when relating to, and interacting with individuals
2. the ways health and social care values may differ from those of the individuals you are working with
3. how to interact with individuals and form relationships that provide active support and promote the individual's rights, choices and well-being

Legislation and organisational policy and procedures

1. codes of practice and conduct, and standards and guidance relevant to your own and the roles, responsibilities, accountability and duties of others when relating to and interacting with individuals
2. current local, UK and European legislation, and organisational requirements, procedures and practices for:
 - accessing records and information
 - recording, reporting, confidentiality and sharing information, including data protection
 - relating to and interacting with individuals

Theory and practice

1. factors and conditions that may affect the type of relationship that you can have with individuals
2. how to identify, and the actions to take when you identify key changes in the conditions and circumstances of individuals
3. how to form, maintain and disengage from relationships with individuals
4. the communicating and listening skills that are necessary to relate to and interact effectively the individuals
5. how to monitor and make changes to relationships that will cause the minimum disruption
6. barriers to relationships and effective interactions, generally and specifically with the individuals with whom you work