

**HSC31 Promote effective communication for and about individuals**

[From the Health & Social Care NOS. Formerly also known as DANOS BI5.]

For this unit you need to identify ways of communicating on difficult, complex and sensitive issues; support others to communicate and update and maintain records and reports

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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:

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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 obtain, record and pass on information about the individual's communication and language needs and preferences
2. you work with individuals to understand their preferred methods of communication and language and ensure that any specific aids they require are available
3. you identify different styles and methods of communicating to meet the needs and preferences of individuals and key people
4. you seek information and advice from key people where:
  - you have difficulty communicating with individuals using their preferred communication methods and language
  - the issues to be communicated are outside your expertise
5. you seek information on:
  - the issues to be communicated with the individuals and key people
  - how to deal with any potential reactions to the communication
6. you change your approach and seek additional help:
  - to meet the individual's changing needs
  - where the communication methods and inappropriate or ineffective
7. you select, use and arrange the environment to facilitate effective communication and aid understanding
8. you check that individuals have the appropriate support to communicate their views, wishes and preferences
9. you use appropriate styles and methods of communicating to meet the needs and preferences of individuals and key people
10. you communicate in ways which:
  - are sensitive to the individual's needs, concerns and reactions
  - are appropriate to the content and purpose of the communication
11. you give individuals sufficient time to understand the content of the communication
12. you observe and respond appropriately to the individual's reactions during communications
13. you work with individuals to help clarify any misunderstandings
14. you support individuals to deal with the content and their reactions to the communication
15. you take appropriate action when individuals' reactions to the information may result in risk or harm to the individual, others and yourself
16. you record and report the processes and outcomes from the communication according to confidentiality agreement and legal and organisational requirements
17. you support individuals to:
  - express how they want to communicate with others
  - communicate using their preferred methods of communication and language
18. you ensure that any specific aids are set up to enable individuals to communicate
19. you support others who are communicating with individuals to:
  - understand them
  - communicate using, or through others that are able to use, the individuals' preferred methods of communication and language

20. you encourage individuals to:
  - engage with others and to respond appropriately
  - express their feelings and emotions in acceptable ways
  - overcome barriers to communication
  - find alternative methods of communication
21. you identify legal and organisational requirements and procedures for recording and reporting on individuals
22. you identify, record and pass on information about the individual's communication and language needs
23. you seek permission from the appropriate people to access records
24. you access and update records and reports on your work with the individuals accurately, comprehensively and according to legal, organisational procedures and requirements
25. you record and report:
  - any signs and symptoms that indicate a change in the condition and care needs of the individual and in their support requirements
  - any decisions you have made and actions you have taken about the individual's support needs and condition
  - any conflicts that have arisen and actions taken to resolve these
26. you record and report any difficulties you have in accessing and updating records and reports
27. you involve and support individuals to contribute and understand records and reports concerning them
28. you ensure the security and access to records and reports are according to confidentiality agreements and legal and organisational procedures

### **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:
  - relating to individuals' and key people's language and communication preferences
  - on equal treatment for language and communication
  - when completing records and reports
2. how to provide active support to enable individuals and key people to communicate their needs, views and preferences using their preferred method and media of communication and language
3. methods and ways of communicating that:
  - support equality and diversity
  - are effective when dealing with, and challenging discrimination when communicating with, individuals and key people

#### 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 communicating on difficult, complex and sensitive issues and recording and reporting
2. current local, national and European legislation and organisational requirements, procedures and practices for:
  - accessing records and information about an individual's communication and language needs and preferences

FDAP Drug & Alcohol Professional Certification  
Workplace Assessment

- recording, reporting, confidentiality and sharing information, including data protection
- communicating with individuals

Theories and practice

1. where to go and the best ways to find out about and get advice about individuals' communication and language needs, wishes and preferences
2. how and where to access information and support that can inform your knowledge and practice about communication and language skills
3. theories relevant to the individuals with whom you work, about:
  - human growth and development and its affect on communication and language skills and abilities
  - in relation to specific conditions in your area of practice that can affect communication and language of individuals and key people
  - how communication and language differences and difficulties can affect the identity, self-esteem and self-image of the individuals with whom you work
  - power and how it can be used and abused when communicating on difficult, sensitive and complex issues
4. factors that can affect the communication skills, abilities and development of the individuals with whom you are working and any resultant behaviour that might occur
5. methods to support individuals to communicate
6. specific aids to communication that may be used in your area of work
7. how to arrange the environment and position yourself to maximise communication and interaction
8. conflicts and dilemmas created by difficulties in communication and language in your area of work
9. how to work with, and resolve conflicts that you are likely to meet when communicating with individuals and key people
10. the skills, styles and methods of communicating difficult, complex and sensitive messages and how to deal with the outcomes
11. the environments that are most appropriate for communicating difficult, complex and sensitive messages
12. where, why and how to access permissions to access records and reports
13. the difference between fact, opinion and judgement and why it is important when recording and reporting information about individuals
14. how to, and why you need to complete records accurately, completely and in ways that can be understood by those who need to access and use the records and reports