

HSC35 Promote choice, well-being and the protection of all individuals

[From the Health & Social Care NOS. Formerly also known as DANOS AA6.]

For this unit you are expected to protect individuals whilst respecting their diversity, difference, preferences and choice.

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 develop and maintain relationships that promote the views, preferences and independence of individuals and key people
2. you support individuals to communicate their views and preferences regarding their current and future health and well-being needs and priorities
3. you work with individuals to identify the care and support:
 - they can and wish to undertake themselves
 - that can be provided through the individual's support networks
 - that needs to be provided by yourself and others within and outside your organisation
4. you provide active support to meet the holistic needs and preferences of individuals
5. you carry out the activities for which you are responsible in ways that:
 - promote individuals' rights and preferences
 - complement and support the activities of individuals, key people and others within and outside your organisation
6. you support the rights of individuals and key people to access information and resources to meet their needs and preferences
7. you work to resolve conflicts, seeking additional support and advice in areas that are outside your competence to deal with
8. you support and respond appropriately to individuals and key people making comments and complaints about their care
9. you respect the dignity and privacy of individuals and key people
10. you treat and value each person as an individual and ensure that the support you give takes account of the their needs and preferences
11. you work with individuals and key people in ways that provide support that is consistent with individuals' beliefs, culture, values and preferences
12. you provide active support to enable individuals to participate in activities and maintain their independence
13. you support others with whom you work, to work in ways that:
 - recognise and respect individuals' beliefs and preferences
 - take account of individuals' preferences in everything they do
 - acknowledge and respect diversity and difference
14. you reflect on, and challenge:
 - your own assumptions, behaviour and ways of working
 - the assumptions of others, their behaviour and ways of working
 - procedures, practices and information that are discriminatory
15. you seek advice when you are having difficulty promoting equality and diversity
16. you use all available information to identify the risks of actual and likely danger, harm and abuse for individuals, key people and others with whom you work
17. you ensure that:
 - your own practice and actions are sensitive to situations, issues and behaviour that may lead to the danger, harm and abuse of individuals and key people
 - you provide necessary protection for individuals, balancing their rights and those of key people, and taking account of any restrictions placed upon anyone

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- you recognise and challenge dangerous, abusive, discriminatory or exploitative behaviour appropriately
18. you recognise signs and symptoms of danger, harm and abuse and use your organisation's systems and procedures to report these
 19. you develop relationships in which individuals are able to express their fears, anxieties, feelings and concerns without worry of ridicule, rejection or retribution
 20. you respond appropriately to disclosures of risk of danger, harm and abuse, avoiding actions that could adversely affect the use of evidence in future investigations and court
 21. you support individuals and key people to understand your responsibilities to:
 - pass on information about actual and likely danger, harm and abuse
 - protect them and others from danger, harm and abuse
 22. you use supervision and support to enable you to cope with your thoughts and feelings about any suspected and/or disclosed danger, harm and abuse
 23. you complete accurate, timed and dated records and reports, on suspicions of danger, harm and abuse:
 - within confidentiality agreements
 - according to legal and organisational requirements
 - that avoid statements that could adversely affect the use of evidence in future investigations and court

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, rights, confidentiality and sharing of information
2. how to provide active support and place the preferences and best interest of individuals at the centre of everything you do
3. dilemmas between:
 - individuals' rights and their responsibilities for their own care and protection, the rights and responsibilities of key people and your role and responsibilities for their care and protection
 - individuals' views, preferences and expectations and how these can and are being met
 - your own values and those of the individuals and key people
 - your own professional values and those of others within and outside your organisations
4. how to work in partnership with individuals, key people and those within and outside your organisation to enable the individuals' needs, wishes and preferences to be met
5. methods that are effective:
 - in promoting equality and diversity
 - when dealing with and challenging discrimination

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 for valuing and respecting individuals and key people, taking account of their views and preferences and protecting them from danger, harm and abuse
2. current local, national and European legislation and organisational requirements, procedures and practices for:

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- data protection, including recording, reporting, storage, security and sharing of information
 - health and safety
 - risk assessment and management
 - dealing with comments and complaints
 - health and safety
 - the protection of yourself, individuals, key people and others from danger, harm and abuse
working with others to provide integrated services
3. practice and service standards relevant to your work setting and relating to valuing and respecting individuals and key people, taking account of their views and preferences and protecting them from danger, harm and abuse
 4. how to access records and information on the needs, views and preferences of individuals and key people
 5. the purpose of, and arrangements for your supervision and appraisal

Theory and practice

1. how and where to access information and support that can inform your practice relating to valuing and respecting people, taking account of their views and preferences and protecting them from danger, harm and abuse
2. theories relevant to the individuals with whom you work, about:
 - human growth and development
 - identity and self-esteem
 - loss and change
 - power and how it can be used and abused
3. the effects of stress and distress
4. role of relationships and support networks in promoting the well-being of individuals
5. factors that affect the health, well-being, behaviour, skills, abilities and development of individuals and key people with whom you work
6. methods of supporting individuals to:
 - express their needs and preferences
 - understand and take responsibility for promoting their own health and care
 - identify how their care needs should be met
 - assess and manage risks to their health and well-being
7. factors that may lead to danger, harm and abuse
8. how to protect yourself, individuals, key people and others with whom you work from danger, harm and abuse
9. signs and symptoms of danger, harm and abuse
10. correct actions to take when you suspect danger, harm and abuse or where it has been disclosed
11. the types of evidence that is valid in investigations and court, actions and statements that could contaminate the use of evidence
12. methods that are effective in forming, maintaining and ending relationships with individuals and key people
13. different ways of communicating with individuals, families, carers, groups and communities about choice, well-being and protection