

SCDHSC0234

Uphold the rights of individuals



Overview

This standard identifies the requirements when you uphold the rights of individuals. This includes upholding individuals' right to be in control of their lives, to be respected for who they are, and to have information about themselves kept private. The standard also addresses how your actions must promote individuals' confidence in you as someone who can be trusted to uphold their rights.

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Performance criteria

You must be able to:

Uphold the individual's right to be in control of their life

- P1 support the **individual** to understand their **rights**
- P2 ensure the individual has access to any advocacy services they wish or require to use
- P3 support the individual to regain or retain their right to be in control of their own life
- P4 work in ways that promote **active participation** and enable the individual to be in control of their own life
- P5 support the individual's right to make informed choices and decisions about their life and well being
- P6 support the individual's right to make informed decisions about taking and managing potential and actual **risks**
- P7 support the individual to recognise conflicts that may arise between their rights and their responsibilities towards other people
- P8 seek support to resolve conflicts between the individual's rights and their responsibilities towards other people
- P9 challenge practices that may inappropriately prevent the individual from exercising their rights
- P10 seek advice when you are having difficulty in upholding an individual's rights

Uphold the right to be respected as an individual

You must be able to:

- P11 work in ways that demonstrate respect for diversity
- P12 support the right of the individual to **communicate** using their preferred method of communication and language
- P13 work in ways that demonstrate respect for the individual and their background, beliefs, cultures, values and preferences
- P14 work in ways that put the individual's preferences and best interests at the centre of everything you do
- P15 work in ways that demonstrate respect for the individual's dignity and privacy
- P16 challenge the actions of others where they lead to discrimination

Uphold the individual's right to privacy of information

You must be able to:

- P17 support the individual to understand your duty of confidentiality and in what circumstances you may need to pass on otherwise confidential information
- P18 maintain clear, accurate and up-to-date records of information

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- P19 relevant to the individual's well-being and their care or support ensure that information about the individual is kept confidential within work setting requirements
- P20 confirm proof of identify and the right to access information before disclosing any information to others
- P21 disclose information only to those who have the right and the need to know
- P22 support the rights of the individual to access information about themselves

Promote confidence in your capacity to uphold the individual's rights

You must be able to:

- P23 act in ways that are consistent with the law, regulation and work setting procedures
- P24 communicate in appropriate, open, accurate and straightforward ways
- P25 ensure that you are always honest, trustworthy, reliable and dependable
- P26 explain to the individual the reasons for any work commitments you are not able to honour
- P27 declare personal interests when they might influence your judgement or practice
- P28 ensure your actions never make the individual feel inferior
- P29 ensure the individual knows how to make comments or complaints about their care or support
- P30 support the individual to make compliments and complaints

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Knowledge and understanding

You need to know and understand:

Rights

- K1 work setting requirements on equality, diversity, discrimination and rights
- K2 your role supporting rights, choices, wellbeing and active participation
- K3 your duty to report anything you notice people do, or anything they fail to do, that could obstruct individuals' rights
- K4 the actions to take if you have concerns about discrimination
- K5 the rights that individuals have to make complaints and be supported to do so

You need to know and understand:

How you carry out your work

- K6 codes of practice, standards, frameworks and guidance relevant to your work and the content of this standard
- K7 the main items of legislation that relate to the content of this standard within your work role
- K8 your own background, experiences and beliefs that may affect the way you work
- K9 your own roles and responsibilities with their limits and boundaries
- K10 who you must report to at work
- K11 the roles and responsibilities of other people with whom you work
- K12 how to find out about procedures and agreed ways of working in your work setting
- K13 how to make sure you follow procedures and agreed ways of working
- K14 the meaning of person centred working and the importance of knowing and respecting each person as an individual
- K15 the prime importance of the interests and well-being of the individual
- K16 the individual's cultural and language context
- K17 how to work in ways that build trust with people
- K18 how to work in ways that support the active participation of individuals in their own care and support
- K19 how to work in ways that respect individuals' dignity, personal beliefs and preferences
- K20 how to work in partnership with people
- K21 what you should do when there are conflicts and dilemmas in your work

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- K22 how and when you should seek support in situations beyond your experience and expertise

Theory for practice

You need to know and understand:

- K23 the **factors that may affect the health, wellbeing and development of individuals** you care for or support
- K24 how these affect individuals and how they may affect different individuals differently
- K25 the main stages of human development

Communication

You need to know and understand:

- K26 factors that can have a positive or negative effect on the way people communicate
- K27 different methods of communicating

Personal and professional development

You need to know and understand:

- K28 why it is important to reflect on how you do your work
- K29 how to use your reflections to improve the way you work

Health and Safety

You need to know and understand:

- K30 your work setting policies and practices for health, safety and security
- K31 practices that help to prevent and control infection in the context of this standard

Safe-guarding

You need to know and understand:

- K32 the duty that everyone has to raise concerns about possible harm or abuse, poor or discriminatory practices
- K33 signs and symptoms of harm or abuse
- K34 how and when to report any concerns about abuse, poor or discriminatory practice, resources or operational difficulties
- K35 what to do if you have reported concerns but no action is taken to address them

Handling information

- K36 legal requirements, policies and procedures for the security and confidentiality of information

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You need to know and understand:

- K37 work setting requirements for recording information and producing reports including the use of electronic communication
- K38 what confidentiality means
- K39 how to maintain confidentiality in your work
- K40 when and how to pass on information

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

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 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 or 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

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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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