CM H1 Ensure individuals and groups are supported appropriately when experiencing significant life events and transitions

OVERVIEW

This competence covers ensuring individuals, families and groups are supported appropriately when experiencing significant life events and transitions. This involves designing and implementing a service which addresses the needs of individuals experiencing significant life events, and ensuring the service responds effectively to individuals experiencing major life changes or losses.

This competence is relevant to those who provide proactive and co-ordinated Case Management. Here, Case Management means identifying and risk stratifying vulnerable, high-risk people with complex multiple long term conditions. Case Management should take place within the philosophy of enabling and promoting self care, self management and independence.

Users of this competence will need to ensure that practice reflects up to date information and policies.

KNOWLEDGE AND UNDERSTANDING

You need to apply:

Legislation and organisational policy and procedures

K1. A working knowledge of legal and policy requirements relating to:

K2. A working knowledge of responsibilities for allowances, funds, property, decision making generally.

K3. A working knowledge of methods for ensuring all staff understand the boundaries of their role, responsibilities and the agency policy on the management of significant life events (e.g. induction, training, coaching, etc)
K4. A working knowledge of legal and policy requirements relating to the requirements for storing, giving, and receiving medicines.

**Theory and practice**

K5. A working knowledge of an understanding of the general life stages, health needs, and changes associated with the client group in receipt of the service (e.g. adolescence, sensory loss, learning disability, drug and alcohol problems, mental health, dementia, palliative care)

K6. A working knowledge of the impact of individuals experience of change and loss on others in the setting or social network

K7. A working knowledge of the importance of integrating physical, practical, psychological, cultural and spiritual aspects of care

K8. A working knowledge of the availability of support systems for individuals experiencing specific kinds of change or loss - e.g. those associated with the needs of those with particular disabilities, carers or cultural groupings, addictions, offending behaviours, school or employment difficulties, sexual orientation etc

K9. A working knowledge of sources of support and services for service users’ particular needs, health, nursing, advice and guidance, psychological, spiritual, cultural

K10. A working knowledge of sources of resourced, medical, financial, equipment accessible and relevant to circumstances

K11. A working knowledge of how to design recording and storage and retrieval systems which integrate the needs of staff providing the service and formal reporting requirements and how and where to find appropriate specialist resources and knowledge (journals, action research) and remain abreast of findings that promote best practice

K12. A working knowledge of how to monitor, maintain and improve decision making with service users personal, legal and financial affairs and enable staff to integrate practical and emotional aspects of care, ensuring that the service users and carers are involved and consulted

K13. A working knowledge of how the personal and work experience of staff can impact on their performance in relation to the needs of service users in situations of birth, change, loss, trauma

K14. A working knowledge of the key issues in responding appropriately to particular experiences, empathy, allowing service users to move at their own pace, having space to adjust privacy and the opportunity to express emotion in a safe environment

K15. A working knowledge of the importance of sensitive and accurate recording for all those involved in care

K16. A working knowledge of information relating to specific needs, understanding of conditions, experience on coping with diverse life events
K17. A working knowledge of methods of managing staff rota to maximise flexibility and responsiveness to individual needs

K18. A working knowledge of how to enable staff and peers to offer appropriate support for those experiencing the variety of significant life events

K19. A working knowledge of how to work collaboratively with specialist practitioners/consultants

K20. A working knowledge of individual and group behaviours when experiencing distress

PERFORMANCE CRITERIA

You need to:

1. ensure that organisational systems and procedures are designed and implemented to ensure the quality of the service relating to the support for individuals experiencing significant life events and meet local and national service standards

2. ensure that systems and structures consistently demonstrate acceptance for cultural diversity, individual choice and difference

3. ensure that staffing and skill levels are sufficient to respond to the changing needs of individuals who are experiencing significant life events

4. support all staff in accessing learning opportunities (including appropriate in service training) which ensure their ability to respond sensitively and appropriately to individuals experiencing significant life events

5. identify the need for specialist resources and ensure the policies and procedures for joint work and making referrals for support services are fully implemented

6. develop and proactively maintain relationships with specialist resources frequently used by the service

7. take all practicable steps to identify appropriate specialist resources and knowledge where the scope of services available is insufficient to meet an identified need.

8. ensure that policies, procedures and methods for sharing information and maintaining records are fully implemented throughout the service

9. ensure that the emotional impact on staff and others in the setting, from individuals experiencing significant loss or change, is recognised, and systems for providing support and counselling are valued and used throughout the service

10. ensure your organisational systems and procedures respond to the particular needs of those experiencing major changes, losses or traumas associated with their
11. ensure that staff accept and respect the emotional expression associated with life changes and crises, and the need for working through issues over time

12. plan for staff interventions and devise a strategy that takes account of existing skills, key worker relationships and an assessment of the service users strengths and needs for emotional support

13. ensure that staffing levels and skill mix respond flexibly to additional workload in respect of individualised needs

14. ensure that the physical environment and routines are adapted in response to temporary or longer term requirements for care

15. ensure the involvement of significant others, and promote a multidisciplinary approach to achieve best outcomes for each service user

16. ensure administrative arrangements for any legal, financial or control of medicine issues are in line with requirements and current best practice in medical and social care or nursing

17. ensure that the service operates in a manner which encourages, empowers and enables service users and carers to participate fully in the plans for care and any subsequent arrangements

18. ensure that communications systems are designed to promote open, sensitive and appropriate communication

19. ensure that staff involved in specialist care activities are able to monitor emotional, behavioural or physical changes, and refer to other colleagues for consultation, or expert advice

20. ensure that reporting and recording systems are designed to safeguard the service users and to meet national and local service requirements

21. ensure that appropriate support systems for staff working with emotionally challenging situations are available to help staff manage the impact of their work, and that these are effectively monitored and evaluated through supervision

**ADDITIONAL INFORMATION**