

## **HSC224            Observe, monitor and record the condition of individuals**

### **Elements of Competence**

<b>HSC224a</b>	Observe and monitor individuals' conditions
<b>HSC224b</b>	Record and report changes to the appropriate people
<b>HSC224c</b>	Carry out instructions to meet individuals' changing conditions

### **About this unit<sup>1</sup>**

For this unit you need to follow instructions about observing, monitoring, reviewing and reporting on individuals' conditions.

### **Scope**

The scope is here to give you guidance on possible areas to be covered in this unit. The terms in this section give you a list of options linked with items in the performance criteria. You need to provide evidence for any option related to your work area.

**Observation procedures** include: written instructions; oral instructions.

Your **knowledge and understanding** will be specifically related to legal requirements and codes of practice applicable to your job; your work activities; the job you are doing, e.g. domiciliary, residential care, hospital settings, and the individuals you are working with.

### **Values underpinning the whole of the unit**

The values underpinning this unit have been derived from the key purpose statement<sup>2</sup>, the statement of expectations from carers and people accessing services, relevant service standards and codes of practice for health, social or care in the four UK countries. They can be found in the principles of care unit HSC24. To achieve this unit you must demonstrate that you have applied the principles of care outlined in unit HSC24 in your practice and through your knowledge.

### **Key Words and Concepts**

This section provides explanations and definitions of the key words and concepts used in this unit. In occupational standards it is quite common to find words or phrases used which you will be familiar with, but which, in the detail of the standards, may be used in a very particular way. **You should read this section carefully before you begin working with the standards and refer to it if you are unsure about anything in the unit.**

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<sup>1</sup> The term 'unit' is used in this report to refer to each separate standard within the NOS suite

<sup>2</sup> The key purpose identified for those working in health, social or care settings is "to provide an integrated, ethical and inclusive service, which meets agreed needs and outcomes of people requiring health and/or social care"

<b>Active support</b>	Working in a way that recognises people have a right to take part in the activities and relationships of everyday life as independently as they can, and so supports them by helping only with what they really cannot do for themselves.
<b>Individuals</b>	People using health, social or care services. Where individuals use advocates and interpreters to enable them to express their views, wishes or feelings and to speak on their behalf, the term individual within this standard covers individuals and their advocates or interpreters.
<b>Observation procedures</b>	Observation procedures that can and should be an integral part of an individual's plan of support or care. They cover the timing and type of observations that need to be carried out for individuals.
<b>Others</b>	Other people within and outside your organisation who are necessary for you to fulfil your job role.
<b>Plan of care or Support plan</b>	A plan of care or support plan must be developed and agreed with the individual. It addresses the holistic needs of the individual and contains information on all aspects of that person's care requirements. The care plan must be adhered to within any health or social care setting.
<b>Rights</b>	The rights that individuals have to: <ul style="list-style-type: none"> <li>• be respected</li> <li>• be treated equally and not be discriminated against</li> <li>• be treated as an individual</li> <li>• be treated in a dignified way</li> <li>• privacy</li> <li>• be protected from danger and harm</li> <li>• be supported and cared for in a way that meets their needs, takes account of their choices and also protects them</li> <li>• access information about themselves</li> <li>• communicate using their preferred methods of communication and language</li> </ul>

**HSC224a**      Observe and monitor individuals' conditions

### **Performance Criteria**

You need to,

1. examine relevant organisational records about **individuals'** conditions to ensure that you understand how this may affect their behaviour and their physical and emotional state
2. check with appropriate people, records and documents any observations that you are required to make on individuals
3. follow monitoring and **observation procedures** as required by the organisation and within the **plan of care** for the individual you are observing
4. ensure that you observe and monitor individuals in a way that avoids causing them concern
5. observe and monitor the individual's condition to identify:

- whether their condition is as identified within the plan of care
  - signs and symptoms of change that is not expected
  - serious and immediate changes to the individual's condition
6. take immediate and appropriate action for changes that raise concerns about the individual's health and social well-being

**HSC224b** Record and report changes to the appropriate people

### **Performance Criteria**

You need to,

1. identify recording and reporting requirements for individuals
2. record any changes in an individual's condition according to organisational requirements and those within the individual's plan of care
3. follow any precise instructions for recording individuals' conditions that deviate from the normal procedures
4. clarify with the appropriate people, any changes in recording that you are not sure about
5. record changes, ensuring that all details required are completed accurately and according to the organisation's and individuals' recording requirements
6. report any changes that raise concerns immediately and to the appropriate people

**HSC224c** Carry out instructions to meet individuals' changing conditions

### **Performance Criteria**

You need to,

1. discuss the outcomes from observations, monitoring and recording with appropriate people
2. work with appropriate people to identify any changes in the care and support for individuals that might be required in light of the observations
3. listen to and take note of any instructions that have been given to address the individual's changing needs and condition
4. clarify and check your understanding of the instructions you have been given
5. follow the instructions you have been given precisely
6. report and record the processes and outcomes from changes made within confidentiality agreements, according to legal and organisational requirements and as required by any specific instructions given

### **Knowledge Specification for the whole of this unit**

Competent practice is a combination of the application of skills and knowledge informed by values and ethics. You must show that you abide by Codes of Practice and use your knowledge and skills in your every day work. Therefore, when using this specification **it is important to read the knowledge**

## **requirements in relation to expectations and requirements of your job role.**

You need to show that you know, understand and can apply in practice:

### **Values**

1. legal and organisational requirements on equality, diversity, discrimination and **rights** when observing, monitoring and recording the conditions of individuals
2. how to provide **active support** and promote individuals' rights, choices and well-being when observing, monitoring and recording their conditions

### **Legislation and organisational policy and procedures**

3. codes of practice and conduct; standards and guidance relevant to your own and the roles, responsibilities, accountability and duties of **others** when carrying out care plan activities
4. current local, UK legislation, and organisational requirements, procedures and practices for:
  - accessing records and information on the specific needs and conditions of individuals
  - recording, reporting, confidentiality and sharing information, including data protection
  - observing, monitoring and recording individuals conditions according to their plan of care and needs
5. the responsibilities of your manager and others in ensuring that you understand and are correctly observing, monitoring and reporting on individuals' conditions

### **Theory and practice**

6. the reasons for observing, monitoring and recording the conditions of individuals and the possible consequences for the individual, yourself and others if you do not carry out these activities according to instructions
7. different methods of observing and monitoring individuals and recording the results
8. why individuals with particular conditions need to be observed and their observations recorded at specific time and in particular ways
9. actions to take and who to contact if there are key changes in the conditions of individuals
10. the type of changes in individuals that would give rise for concern
11. how to respond to the preferences of individuals if they are in conflict with the activities for which you are responsible
12. how to contribute effectively to team work activities when observing, monitoring and recording on an individual's condition