

HSC226 Support individuals who are distressed

Elements of Competence

- HSC226a** Identify aspects of individuals lives that may cause distress
- HSC226b** Work with individuals and others to deal with their distress
- HSC226c** Support individuals through periods of stress and distress

About this unit¹

For this unit you will need to support individuals who are distressed.

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.

Communicate using: the individual's preferred spoken language; the use of signs; symbols; pictures; writing; objects of reference; communication passports; other non verbal forms of communication; human and technological aids to communication.

Key people: family; friends; carers; others with whom individuals have a supportive relationship.

Stress and distress could be caused by: loss of all types; bereavement; coping with changing conditions; personal crises; having to re-learn existing skills; having to develop new skills and coping strategies.

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 statement², 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

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

² 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"

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.**

Active support	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.
Individuals	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.
Key people	Are those people who are key to an individual's health and social well-being. These are people in individuals lives who can make a difference to their health and well-being.
Others	Other people within and outside your organisation who are necessary for you to fulfil your job role.
Rights	The rights that individuals have to: <ul style="list-style-type: none">• be respected• be treated equally and not be discriminated against• be treated as an individual• be treated in a dignified way• privacy• be protected from danger and harm• be supported and cared for in a way that meets their needs, takes account of their choices and also protects them• access information about themselves• communicate using their preferred methods of communication and language

HSC226a Identify aspects of individuals lives that may cause distress

Performance Criteria

You need to,

1. seek and acquire information, advice and support to prepare you to work with **individuals** who are distressed
2. support individuals to:
 - identify and communicate their thoughts and feelings about the aspects of their lives that cause distress and frustration
 - communicate the aspects of their lives where the distress is temporary and those that are continuous
 - identify how they usually deal with aspects of their lives that cause distress, and whether these are effective

3. work with individuals in ways that are sensitive to their needs and the subject matter and that acknowledge their experiences, values, abilities, culture and beliefs
4. support individuals who become distressed and frustrated when communicating about aspects of their lives that cause distress
5. seek additional support and take appropriate action when you are unable to support individuals
6. treat any information within confidentiality agreements and according to legal and organisational requirements

HSC226b Work with individuals and others to deal with their distress

Performance Criteria

You need to,

1. work with individuals and **others** to:
 - examine areas of the individual's life where they and **key people** could make changes to minimise and prevent distress
 - alleviate and remove likely causes of distress
2. in areas where distress is expected, support individuals to deal with the distress, and try to minimise the distress to others
3. where the individuals, and your knowledge of their needs and circumstances, indicate that they may harm themselves, work with them, key people and others to prevent this
4. seek assistance from others when you are unable to deal with the individual's distress
5. work with others to support individuals when additional support is required
6. complete records and reports on the individual's distress and the actions taken within confidentiality agreements and legal and organisational requirements

HSC226c Support individuals through periods of stress and distress

Performance Criteria

You need to,

1. seek advice to help individuals and key people through troubled, stressful and distressed times
2. seek support and advice to deal with your own thoughts and feelings about the situation and the interactions involved
3. support individuals to:
 - understand that being distressed about aspects of their lives is not unusual
 - communicate their thoughts and feelings about their troubles, stress and distress

- access information and other resources that may help them through the troubled, stressful and distressed times
 - access and use other support systems where you are unable to provide appropriate support
4. work with individuals who are troubled, stressed and distressed in ways that acknowledge their dignity, culture and beliefs
 5. where the individual's behaviour causes concern, take immediate and appropriate action to deal with this
 6. offer appropriate support where other people who are disturbed by the individual's expression of stress and distress
 7. record and report on events, procedures and outcomes within confidentiality agreements and according to legal and organisational requirements

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 supporting individuals who are distressed
2. how your own values in relation to dealing and coping with stress and distress might differ from those of individuals and key people and how to deal with this
3. conflicts which might arise between individuals when key people are distressed and how to deal with this
4. how to provide **active support** and promote the individual's rights, choices and well-being when supporting them when distressed

Legislation and organisational policy and procedures

5. codes of practice and conduct, and standards and guidance relevant to your own and the roles, responsibilities, accountability and duties of **others** when supporting individuals who are distressed
6. current local, UK legislation, and organisational requirements, procedures and practices for:
 - accessing records and information
 - recording, reporting, confidentiality and sharing information, including data protection
 - supporting individuals who are distressed
7. health, safety, assessing and managing risks associated with supporting individuals who are stressed, distressed and frustrated

8. the purpose of, and arrangements for your supervision when working with individuals and key people who are stressed, distressed and frustrated

Theory and practice

9. actions to take key changes in the conditions and circumstances of individuals with whom you work and actions to take in these circumstances
10. common causes of stress and distress
11. how stress and distress can affect individuals when undertaking new activities and developing new ways of coping with changes in their lives, needs, conditions and circumstances
12. signs and symptoms associated with levels of stress, distress and frustration that indicate specialist intervention generally and specifically for the individuals with whom you are working
13. how stress and distress can affect the way individuals communicate
14. the impact of stress and distress on key people and others within the care environment in which you work
15. methods of supporting individuals to:
 - share with you the aspects of their lives that are troubling them and causing them stress and distress
 - use their strengths, their own potential and that in their network to manage stress and distress
 - cope with stress and distress in a constructive way