

HSC28 Support individuals to make journeys

Elements of Competence

HSC28a Support individuals to plan journeys

HSC28b Accompany individuals on journeys

About this unit¹

For this unit you need to support individuals to make journeys.

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.

Journeys visits to specific places; outings of any type. These can be accompanied or unaccompanied.

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

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.

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"

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.**

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.
Journey	Any outing to support individuals independence and enable them to take as much control over their life as possible
Key people	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

HSC28a Support individuals to plan journeys

Performance Criteria

You need to,

1. provide **active support** to enable **individuals** to:
 - agree the purpose of the **journey**
 - identify any support they need when making the journey, taking account of risks and benefits
2. agree your contribution to planning the journey
3. support individuals to highlight the potential risks and benefits of them planning the journey
4. provide active support to enable individuals to:
 - identify, access and use information needed to plan the journey
 - plan all aspects of the journey, rehearsing it, where appropriate
5. review with individuals how well the planning has worked
6. identify with individuals any difficulties they have had when planning the journey

HSC28b Accompany individuals on journeys

Performance Criteria

You need to,

1. agree with individuals why you are accompanying them on journeys
2. ensure individuals have taken appropriate medication prior to the journey and that they take any medication they require with them
3. accompany individuals, as agreed in their care plan and according to organisational and legal requirements
4. cease to accompany individuals according to their care plan and the individual's expressed needs and preferences, taking account of any risks
5. work with individuals to enable them to be as independent as possible when making journeys, taking account of any risks
6. discuss and arrange with individuals where you will meet them and how you will fit in with any requirements for privacy
7. respond appropriately to planned and unexpected changes during journeys
8. your carry out your part of the plan and support individuals in carrying out their part of the plan
9. review, with individuals, **key people** and **others** whether the journey met the planned outcomes and any changes that should be made for future journeys

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 to plan for and make journeys
2. how to provide **active support** and promote individuals rights, choices and well-being when supporting them to plan and make journeys

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 supporting individuals to plan and make journeys
4. current local, UK legislation, and organisational requirements, procedures and practices for:
 - accessing records
 - recording, reporting, confidentiality and sharing information, including data protection
 - health, safety, assessing and managing risks associated with supporting individuals in their daily living
 - supporting individuals to plan and make journeys

Theory and practice

5. factors to take into account when supporting individuals to plan and make journeys
6. where to go to access information that can inform your practice when supporting individuals to plan and make journeys
7. the risks, dangers and difficulties associated with making journeys for the individuals with whom you work
8. the responsibilities and limits of your responsibilities and relationships with individuals when supporting them to plan and make journeys
9. benefits and difficulties that may occur when supporting individuals to plan and make journeys
10. what to do if there are problems you are not able or are not authorised to cope with
11. the checks you need to make and the paperwork you need to complete when taking individuals on journeys and when they make unaccompanied journeys
12. the records or reports you need to make and when and to whom you should make them