HSC331   **Support individuals to develop and maintain social networks and relationships**

Elements of Competence

HSC331a   Support individuals to identify their needs for, and from, contacts, social networks and relationships

HSC331b   Support individuals to maintain supportive relationships

HSC331c   Support individuals to develop new social networks and relationships

About this unit[1]

For this unit you need to support individuals who need to increase, change and recover their social contacts in order to promote their well-being.

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.

Danger could be: imminent; in the short term; in the medium term; in the longer term.

Harm and abuse within this unit will cover: neglect; physical, emotional and sexual abuse; bullying; self-harm; reckless behaviour.

Key people include: family; friends; carers; others with whom the individual has a supportive relationship.

Risks could include the possibility of: danger, damage and destruction to the environment and goods; injury and harm to people; self-harm and abuse.

Your **knowledge and understanding** for this unit will relate to legal requirements and codes of practice applicable to the scope of your work and others with whom you work; the nature of the work you are undertaking; your role and level of responsibility within your organisation (e.g. whether you have responsibility to support the work of others); the individuals, key people and others with whom you are required to work and the degree of autonomy you have for the management of your own work activities.

Values underpinning the whole of the unit

The values underpinning this unit have been derived from the key purpose statement[2], the statement of expectations from carers and people receiving 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 HSC35. To achieve this unit you must demonstrate that you have applied the

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[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"

principles of care outlined in unit HSC35 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. **Therefore, we would encourage you to read this section carefully before you begin working with the standards and to refer back to this section as required.**

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Abuse	Abuse is causing physical, emotional and/or sexual harm to an individual and/or failing/neglecting to protect them from harm
Active support	Working in a way that recognises that people have a right to take part in the activities and relationships of every day life as independently as they can, and so supports them by helping only with what they really cannot do for themselves
Danger	The possibility of harm and abuse happening
Harm	The effects of an individual being physically, emotionally or sexually injured or abused
Individuals	The actual people requiring health and 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 the individual and their advocate or interpreter
Key people	Are those people who are key to an individual's health and social well-being. These are people in the individual's life who can make a difference to their health and well-being
Others	Are other people within and outside your organisation that are necessary for you to fulfil your job role
Rights	The rights that individuals have to: • 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 cared for in a way they choose • access information about themselves • communicate using their preferred methods of communication and language
Risks	The likelihood of danger, harm or abuse arising from anything or anyone

HSC331a   Support individuals to identify their needs for, and from, contacts, social networks and relationships

Performance Criteria

You need to show that,

1. you support **individuals** to identify and communicate:
   - whether or not they wish to maintain, change or extend their contact, social networks and relationships
   - the advantages and possible difficulties of developing and maintaining new contacts, relationships and social networks
   - the benefits of building relationships with the people within groups that share the same interests as themselves
   - any relationships and/or social networks that might be detrimental to their health and social well-being
2. you identify and take account of any legal requirements or restrictions when supporting individuals to identify their needs and preferences
3. you use documents, materials, naturally occurring events and specific activities to illustrate and help individuals to communicate their relationships needs
4. taking account of the information collected, you support individuals to confirm their views on:
   - the social networks they want to maintain, restore and withdraw from
   - where they want and need to develop new social networks and relationships

HSC331b   Support individuals to maintain supportive relationships

Performance Criteria

You need to show that,

1. you encourage individuals to keep in contact with **key people**, communicating the benefits for this and taking account of any legal restrictions
2. you support individuals to end and deal with the need to end relationships and contact with particular people and social networks
3. you encourage and respect the individuals wishes and rights for privacy and confidentiality when they invite friends into the environment
4. you communicate, in ways that the individuals can understand, any restrictions that are placed on contact with specific people and groups and the reasons for the restrictions
5. you monitor and where necessary supervise any visits to safeguard the individuals and **others**
6. you encourage individuals and key people to be involved in activities and outings within and outside the individual's environment

HSC331c   Support individuals to develop new social networks and relationships

Performance Criteria

You need to show that,

1. you support individuals and key people to identify what is and will be required to develop new social networks
2. you observe and take action to support the individuals when they have relationship problems or become isolated
3. you check that:
   - known **risks** are being managed and reviewed regularly
   - legal, ethical and spiritual requirements have been taken account of when supporting individuals to maintain and develop new social networks and relationships
4. you seek and access specialist help for anyone with specific relationship problems, within confidentiality agreements
5. you support individuals to avoid relationships and involvement in social networks that are:
   - abusive
   - could put themselves and others in **danger**
   - could lead to the **harm and abuse** of themselves and others
6. you support individuals to identify and report abusive relationships
7. you support individuals to cope with any distress when relationships end

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. This specification details the knowledge and understanding required to carry out competent practice in for the performance described in this unit.

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, **rights**, confidentiality and sharing of information on supporting to develop and maintain relationships and social contacts

2. how to provide **active support** and place the preferences and best interest of individuals at the centre of everything you do, whilst enabling them to take responsibility (as far as they are able and within any restrictions placed upon them) and make and communicate their own decisions about their lives, actions and risks in developing and maintaining relationships and social contacts

3. dilemmas between the individuals' rights and their responsibilities for their own care and protection, the rights and responsibilities of key people and your role and responsibilities in supporting individuals to develop and maintain relationships and social contact

4. the ways to support individuals to understand and exercise their rights and responsibilities when identifying, participating in and reviewing the value of their relationships and social networks

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 to develop and maintain social networks and relationships

6. current local, UK legislation and organisational requirements, procedures and practices for:
   - data protection, including recording, reporting, storage, security and sharing of information
   - health and safety
   - risk assessment and management
   - protecting individuals from danger, harm and abuse
   - supporting individuals to develop and maintain social networks and relationships
   - working with others to provide integrated services

7. practice and service standards relevant to your work setting and for supporting individuals to develop and maintain social networks and relationships

8. how to access records and information on the needs, views and preferences of individuals and key people regarding relationships and social networks

Theory and practice

9. how and where to access information and support that can inform your practice about supporting individuals to develop and maintain social networks and relationships

10. government reports, inquiries and research reports relevant to supporting individuals to develop and maintain social networks and relationships

11. theories relevant to the individuals with whom you work, about:
   - aspects of human growth and development and how these can affect and

be affected by access to social networks and relationships

- identity, self-esteem and self image and how this can be affected by access to social networks and relationships

12. the ways in which relationships are formed, may change and can be ended and the effect this may have on individuals and the role they have in promoting the individuals' well-being

13. how power and influence can be used and abused when supporting individuals to access social networks and relationships and by the social networks and relationships themselves

14. types of contact and relationships that can be beneficial and those that can be detrimental to the individuals with whom you are working

15. situations when individuals, key people and others may be at risk from contact with social networks and relationships and how to assess and deal with these

16. methods of working with individuals and their networks to maintain or end existing contacts and the importance, benefits and methods of ensuring individuals understand the need to:

- maintain existing contacts with individuals and networks
- move on from old relationships
- form and maintain new relationships
- avoid contact with those people and groups where limitations have been placed upon them

17. issues that are likely to arise when supporting individuals to develop, maintain and move on from contacts and relationships and how to support the individuals to deal with these