

HSC369 Support individuals with specific communication needs

Elements of Competence

- HSC369a** Identify specific communication needs and methods
- HSC369b** Support individuals, key people and others to communicate
- HSC369c** Observe and evaluate individual communication needs

About this unit¹

For this unit you need to work with people with specific communication needs where you will be required to support the individual and others to communicate.

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.

Communication cues: generally applicable to most people; specific to particular group(s); specific to an individual.

Communication methods could include: the individual's preferred spoken language; the use of signs; symbols; pictures; writing; objects of reference; communication passports; repetitive behaviours; other non verbal forms of communication; human and technological aids to communication.

Human aids to communication include: people who sign; people who take notes; people who 'mouth'; people who speed type.

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

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 people² 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 statement³, 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. If you are working with children and young people they can be found in the principles of care unit HSC34. If you are working with adults they can be found in HSC35. To achieve this unit you

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

² If you are working with children and young people the term "individuals" covers children and young people and "key people" covers parents, families, carers, friends and others with whom the child/young person has a supportive relationship

³ 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"

must demonstrate that you have applied the principles of care outlined in either unit HSC34 or 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.**

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
Communication cues	Actions and behaviour which indicate the communicator's thoughts, feelings and help the person receiving the communication to understand the message
Human aids to communication Individuals	Where people are used as specific aids to enable individuals, key people and others to communicate People requiring health, social or other 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	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 they choose• access information about themselves• communicate using their preferred methods of communication and language

HSC369a Identify specific communication needs and methods

Performance Criteria

You need to,

1. identify and access information about the communication and language needs of **individuals**
2. where information is not available, use other strategies and sources to identify the communication and language needs of individuals
3. support individuals, **key people** and **others** to identify the communication method that best meets the individuals' needs
4. observe individuals' behaviour and **communication cues** to help you to understand the message they are communicating
5. seek appropriate support when:
 - you have problems understanding and interpreting individuals' communications
 - individuals have problems understanding you
6. record and report on communication needs and processes within confidentiality agreements and according to legal and organisational requirements

HSC369b Support individuals, key people and others to communicate

Performance Criteria

You need to,

1. provide **active support** to enable individuals to:
 - express their wishes about who they wish to communicate with, and the ways in which they wish to communicate
 - identify and overcome barriers they have when communicating with others
 - develop and use communication methods and skills that will enable them to be understood by others
2. provide opportunities for individuals to communicate with others
3. acquire, correctly set up and use or help individuals to correctly set up and use, any specific equipment to enable them to communicate
4. check that the equipment is working properly and, where there are problems, you take appropriate actions to remedy these
5. access and use other specialist services and facilities, including **human aids to communication**, to enable individuals to communicate
6. provide active support to enable individuals to communicate in new and changing situations and environments
7. encourage individuals to:
 - engage with others and to respond appropriately
 - express their feelings and emotions in acceptable ways
8. support other people who come into contact with individuals to:
 - communicate with individuals appropriately

- understand and respect the specific communication needs of individuals
 - understand and interpret the individuals' communications
 - use appropriate strategies and methods to be understood by the individuals
9. encourage people to allow sufficient time for the individuals to communicate their message, without interrupting

HSC369c Observe and evaluate individual communication needs

Performance Criteria

You need to,

1. support individuals, key people and others to identify short, medium and long term communication needs of individuals
2. examine records and reports to enable you to observe appropriately and recognise changes in the individuals' communication needs
3. work with individuals and key people to observe and monitor any changes in the individuals' communication needs
4. observe and evaluate individuals' communications when they are communicating with:
 - yourself
 - key people
 - others
5. seek further help, advice and support when the individual's communication needs change
6. record and report changes to the communication needs of individuals 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. This specification details the knowledge and understanding required to carry out competent practice in 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 and **rights**:
 - relating to individuals' and key people's language and communication preferences
 - on equal treatment for language and communication
2. how to ensure that the individuals' rights and preferences regarding their

- preferred method of communication and language are adhered to
3. why the individuals' rights and preferences are particularly important when individuals are using specific communication methods and language
 4. how to provide active support to enable individuals and key people to communicate their needs, views and preferences using their preferred method and media of communication and language
 5. methods and ways of communicating that:
 - support equality and diversity
 - are effective when dealing with, and challenging discrimination when communicating with, individuals and key people and when individuals are communicating with other people
 6. how communication may alter because of the individual's personal beliefs and preferences
 7. how cultural differences affect an individual's perception of 'normal' and 'abnormal', acceptable and unacceptable communication and how this affects the approaches you should adopt to work with individuals

Legislation and organisational policy and procedures

8. codes of practice and conduct, and standards and guidance relevant to your own and the roles, responsibilities, accountability and duties of others when working with individuals with specific communication and language needs
9. 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 generally and specially when setting up and using communication equipment
 - risk assessment and management for setting up and using communication equipment
 - communicating with individuals using their preferred communication method and language
 - working with others to provide integrated services
10. practice and service standards relevant to your work setting and when supporting individuals with specific communication needs
11. how to access records and information on the communication and language needs and preferences of individuals and key people

Theory and practice

12. how and where to access information and support that can inform your practice when supporting individuals with specific communication needs
13. how to access, review and evaluate information, services, equipment and support to meet specific communication and language needs generally, and for the specific individuals with whom you work
14. government reports, inquiries and research relevant to working with people with specific language and communication needs
15. theories relevant to the individuals with whom you work, about:

- communication related to working with individuals with specific communication needs
 - motivation, and how to encourage people with communication difficulties to communicate, including the use of positive reinforcement
 - particular mental and physical illnesses, conditions, disabilities, injuries and diseases and the affect these can have on the individual's ability to communicate and to understand communication
 - how communication and language differences and difficulties can affect the identity, self-esteem and self-image of the individuals with whom you work
 - power, and how it can be used and abused when working with individuals with specific communication and language needs
16. factors that can affect the communication skills, abilities and development of the individuals with whom you are working and any resultant behaviour that might occur
 17. methods, equipment and aids (including human aids to communication) to support individuals to communicate
 18. how to arrange the environment to maximise communication and interaction
 19. conflicts and dilemmas created by difficulties in communication and language in your area of work
 20. how to work in partnership with individuals, key people and those within and outside your organisation to enable the individuals' communication and language needs to be met
 21. the effect which an inability to use recognised forms of language can have on the behaviour and attitude of an individual
 22. the ways in which communication can be modified and augmented for different needs and made interesting/stimulating to the individual
 23. the meaning of 'contact' and the different forms which it may take
 24. the appropriateness of physical contact with the individuals with whom you are working
 25. the nature of the communication differences of people who lack social understanding and imagination