

HSC234 Ensure your own actions support the equality, diversity, rights and responsibilities of individuals

Elements of Competence

- HSC234a** Respect the rights and interests of individuals
- HSC234b** Treat everyone equally and in ways that respects diversities and differences
- HSC234c** Act in ways that promote the individual's confidence in you and your organisation

About this unit¹

This unit applies to everyone working in health, social or care settings. It contains the underpinning values and principles that must be demonstrated in every aspect of your daily work with individuals, key people and others.

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.

Declared interests may be: knowledge and relationship with the individual or others; vested interests; past experiences that might affect the way you work with the individuals etc.

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

Preferred methods of communication and language: individuals 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.

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, 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 includes 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 that 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

HSC234a Respect the rights and interests of individuals

Performance Criteria

You need to,

1. respect the dignity and privacy of **individuals**
2. provide **active support** to enable individuals to participate and to manage their own lives
3. respect and promote the views and wishes of individuals, **key people** and **others**

4. assist and give appropriate support to enable individuals to understand and exercise their **rights**
5. promote the independence of individuals
6. support the rights of individuals to:
 - access information about themselves
 - communicate using their preferred method of communication and language
 - make informed choices and decisions about their lives and well being
 - make informed decisions about taking and managing potential and actual risks
 - regain and retain their potential to manage their lives
 - access advocacy services
7. support individuals to make compliments and complaints
8. acknowledge conflicts between the individuals right to make choices and their responsibilities to others
9. seek appropriate support when there are conflicts between the individuals' rights and responsibilities

HSC234b Treat everyone equally and in ways that respects diversities and differences

Performance Criteria

You need to,

1. respect the dignity and privacy of individuals
2. respect and promote the views and wishes of individuals, key people and others
3. treat and value each person as an individual
4. respect the individual's diversity, cultures and values
5. work in ways that:
 - recognise the individual's beliefs and preferences
 - puts the individual's preferences at the centre of everything you and others for whom you are responsible do
 - acknowledge the diversity of individuals
 - do not discriminate against any individual
 - do not condone discrimination by others
6. provide active support to enable individuals to participate to their utmost abilities
7. challenge behaviours and practice that discriminate against individuals
8. seek advice when you are having difficulty promoting equality and diversity

HSC234c Act in ways that promote the individuals' confidence in you and your organisation

Performance Criteria

You need to,

1. act in ways that are consistent with the law, regulation and organisational procedures
2. ensure that you do not act in any way that may make individuals feel inferior
3. ensure you are honest, trustworthy, reliable and dependable
4. communicate in appropriate, open, accurate and straightforward ways
5. explain the organisation's policies on confidentiality and complaints
6. maintain clear, accurate and up-to-date records
7. respect individuals' rights to confidentiality of information, within organisational procedures
8. disclose information only to those who have the right and need to know
9. ensure proof of identify and right to access before disclosing any information
10. honour your work commitments and when this is not possible, explain why
11. declare interests when they might influence your judgements and practice

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, policies, procedures and guidance on:
 - equality, diversity, discrimination, rights, confidentiality and sharing of information
 - ensuring your actions and those of others support the equality, diversity, rights and responsibilities of individuals
2. the culture and values within the environment in which you work
3. principles that enable you to work in ways that:
 - place individuals' needs and preferences at the centre of everything you do
 - provide active support for individuals to participate to the best of their abilities
 - support individuals to make their own decisions, as far as they are able and within any restrictions placed upon them, about their support and the way you carry out your work activities for and with them

4. the ways your own values, those of the sector and those of individuals, key people and others may differ, the effects such differences may have and any conflicts the differences may cause
5. conflicts that may occur between individuals' right to make choices and their responsibilities to others
6. ways of working that support equality and diversity and are effective when dealing with, and challenging discrimination

Legislation and organisational policy and procedures

7. codes of practice and conduct; standards and guidance relevant to your own and the roles, responsibilities, accountability and duties of others valuing and respecting individuals
8. current local, UK legislation and organisational requirements, procedures and practices for:
 - accessing records and information
 - recording, reporting, confidentiality and sharing information, including data protection
 - on valuing and respecting individuals
 - for making and receiving comments and complaints