

## SCDHSC0026

### Support individuals to access information on services and facilities



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#### Overview

This standard outlines the requirements when supporting individuals to access and use information on services and facilities. This includes supporting the individual to use information you supply, to access and use information themselves and then to evaluate and feed back on it.

# SCDHSC0026

## Support individuals to access information on services and facilities

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### Performance criteria

#### Support individuals to use information about services and facilities

*You must be able to:*

- P1 support the **individual** to communicate their preferences and needs about the **information** they require on **services** and **facilities**
- P2 identify accurate and up-to-date information on services and facilities that may benefit the individual
- P3 make information available to the individual in accessible ways
- P4 ensure that you and the individual both understand the information that has been shared
- P5 support the individual to identify any impact that the information may have on them and **key people**
- P6 support the individual to deal with any distress the content of the information may cause them
- P7 challenge in appropriate ways any information that is discriminatory

#### Support individuals to access information about services and facilities

*You must be able to:*

- P8 work with individuals in ways that promote **active participation** to develop their confidence in accessing information on services and facilities themselves
- P9 support the individual and key people to identify any difficulties that arise when they try to access information
- P10 agree with the individual and key people the actions required to overcome difficulties in accessing information
- P11 identify with the individual and key people who will be responsible for taking action to overcome difficulties in accessing information
- P12 support the individual and key people to organise their time and lives so that they are able to access information for themselves

#### Enable individuals to evaluate information about services and facilities

*You must be able to:*

- P13 support the individual and key people to evaluate in what ways the information about services and facilities has been beneficial to them
- P14 support the individual and key people to identify information that is discriminatory or **unhelpful**
- P15 support the individual to identify any changes that will improve the accessibility and usability of the information
- P16 encourage the individual and key people to give feedback to appropriate people or organisations where they have experienced discrimination or exclusion when trying to access information
- P17 support individuals and key people to challenge any information

## SCDHSC0026

### Support individuals to access information on services and facilities

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- P18 about services and facilities that is discriminatory or unhelpful  
encourage the individual and key people to give feedback to the appropriate people or organisations on the usefulness of the information they have selected and used
- P19 support the individual to identify any changes that will improve the accessibility and usability of the information

# SCDHSC0026

## Support individuals to access information on services and facilities

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### Knowledge and understanding

*You need to know and understand:*

#### Rights

- K1 work setting requirements on equality, diversity, discrimination and rights
- K2 your role supporting rights, choices, wellbeing and active participation
- K3 your duty to report anything you notice people do, or anything they fail to do, that could obstruct individuals' rights
- K4 the actions to take if you have concerns about discrimination
- K5 the rights that individuals have to make complaints and be supported to do so

#### How you carry out your work

*You need to know and understand:*

- K6 codes of practice, standards, frameworks and guidance relevant to your work and the content of this standard
- K7 the main items of legislation that relate to the content of this standard within your work role
- K8 your own background, experiences and beliefs that may affect the way you work
- K9 your own roles and responsibilities with their limits and boundaries
- K10 who you must report to at work
- K11 the roles and responsibilities of other people with whom you work
- K12 how to find out about procedures and agreed ways of working in your work setting
- K13 how to make sure you follow procedures and agreed ways of working
- K14 the meaning of person centred working and the importance of knowing and respecting each person as an individual
- K15 the prime importance of the interests and well-being of the individual
- K16 the individual's cultural and language context
- K17 how to work in ways that build trust with people
- K18 how to work in ways that support the active participation of individuals in their own care and support
- K19 how to work in ways that respect individuals' dignity, personal beliefs and preferences
- K20 how to work in partnership with people
- K21 what you should do when there are conflicts and dilemmas in your work
- K22 how and when you should seek support in situations beyond your

# SCDHSC0026

## Support individuals to access information on services and facilities

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experience and expertise

### Theory for practice

*You need to know and understand:*

- K23 the **factors that may affect the health, wellbeing and development of individuals** you care for or support
- K24 how these affect individuals and how they may affect different individuals differently
- K25 the main stages of human development

### Communication

*You need to know and understand:*

- K26 factors that can have a positive or negative effect on the way people communicate
- K27 different methods of communicating

### Personal and professional development

*You need to know and understand:*

- K28 why it is important to reflect on how you do your work
- K29 how to use your reflections to improve the way you work

### Health and Safety

*You need to know and understand:*

- K30 your work setting policies and practices for health, safety and security
- K31 practices that help to prevent and control infection in the context of this standard

### Safe-guarding

*You need to know and understand:*

- K32 the duty that everyone has to raise concerns about possible harm or abuse, poor or discriminatory practices
- K33 signs and symptoms of harm or abuse
- K34 how and when to report any concerns about abuse, poor or discriminatory practice, resources or operational difficulties
- K35 what to do if you have reported concerns but no action is taken to address them

### Handling information

*You need to know and understand:*

- K36 legal requirements, policies and procedures for the security and confidentiality of information
- K37 work setting requirements for recording information and producing reports including the use of electronic communication

## SCDHSC0026

### Support individuals to access information on services and facilities

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- K38 what confidentiality means
- K39 how to maintain confidentiality in your work
- K40 when and how to pass on information

#### **Specific to this NOS**

*You need to know and understand:*

- K41 how to find out about whether the services and facilities are accessible to individuals
- K42 how and where to access information relevant to individuals and key people's needs
- K43 how to ensure that the information accessed is relevant and up to date and who to inform when it is not
- K44 how to support individuals and key people to understand information
- K45 how to encourage individuals to raise questions and concerns about how to access or interpret information
- K46 who you go to and where to go when you cannot find information or answer questions

## SCDHSC0026

### Support individuals to access information on services and facilities

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#### Additional Information

##### Scope/range related to performance criteria

The details in this field are explanatory statements of scope and/or examples of possible contexts in which the NOS may apply; they are not to be regarded as range statements required for achievement of the NOS.

Note: Where an individual finds it difficult or impossible to express their own preferences and make decisions about their life, achievement of this standard may require the involvement of advocates or others who are able to represent the views and best interests of the individual.

Where there are language differences within the work setting, achievement of this standard may require the involvement of interpreters or translation services.

**Active participation** is a way of working that regards individuals as active partners in their own care or support rather than passive recipients. Active participation recognises each individual's right to participate in the activities and relationships of everyday life as independently as possible

**Facilities** are goods or settings/environments to which access can be provided to promote the individual's health and social well-being; they may be offered at a distance or taken to the place where the individual lives

The **individual** is the person you support or care for in your work

**Information** could be verbal, written or electronic and needs to be in a format that is accessible to the individual and should be provided within confidentiality agreements and according to legal and work setting requirements

**Key people** are those who are important to an individual and who can make a difference to his or her well-being. Key people may include family, friends, carers and others with whom the individual has a supportive relationship

**Services** are personal and other amenities provided in the individual's home or in other places to promote the individual's health and social well-being

Information may be **unhelpful** because it is misleading, inaccurate, inaccessible, difficult to understand or out of date

## SCDHSC0026

### Support individuals to access information on services and facilities

---

#### Scope/range related to knowledge and understanding

The details in this field are explanatory statements of scope and/or examples of possible contexts in which the NOS may apply; they are not to be regarded as range statements required for achievement of the NOS.

**All knowledge statements must be applied in the context of this standard**

**Factors that may affect the health, wellbeing and development of individuals** may include adverse circumstances or trauma before or during birth; autistic spectrum conditions; dementia; family circumstances; frailty; harm or abuse; injury; learning disability; medical conditions (chronic or acute); mental health; physical disability; physical ill health; poverty; profound or complex needs; sensory needs; social deprivation; substance misuse

#### Values

Adherence to codes of practice or conduct where applicable to your role and the principles and values that underpin your work setting, including the rights of children, young people and adults. These include the rights:

To be treated as an individual

To be treated equally and not be discriminated against

To be respected

To have privacy

To be treated in a dignified way

To be protected from danger and harm

To be supported and cared for in a way that meets their needs, takes account of their choices and also protects them

To communicate using their preferred methods of communication and language

To access information about themselves



## SCDHSC0026

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**Suite** Health and Social Care

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