

SCDHSC0028

Support individuals to make journeys



Overview

This standard identifies the requirements when supporting individuals to make journeys. This includes planning the journey and accompanying the individual on the journey while this is required.

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Performance criteria

Support individuals to plan journeys

You must be able to:

- P1 work with the **individual** to agree the purpose of the **journey**
- P2 support the **active participation** of the individual in planning the journey
- P3 work with the individual to identify the level and type of support they will need when planning and making the journey, taking account of potential risks and benefits
- P4 agree your contribution to planning the journey
- P5 support the individual to access and use information needed to plan the journey
- P6 support the individual to plan all aspects of the journey
- P7 arrange with the individual if and where you will meet them during the journey and how you will fit in with any requirements for privacy
- P8 rehearse the plan where appropriate
- P9 identify with the individual the successes and any difficulties they have had in the journey planning process

Accompany individuals on journeys

You must be able to:

- P10 agree with the individual the reasons why you are accompanying them on the journey
- P11 ensure the individual has taken any required medication prior to the journey and takes with them any medication needed
- P12 carry out your agreed part of the plan
- P13 support the individual in carrying out their part of the plan
- P14 accompany the individual as agreed in their care plan and according to legal and work setting requirements
- P15 work with the individual to be as independent as possible when making the journey, while taking account of any **risks**
- P16 respond appropriately to planned and unexpected changes during the journey
- P17 cease to accompany the individual at the point agreed in the care plan and according to their preferences and needs, while taking account of any risks
- P18 review with the individual, **key people** and **others** whether the journey met the planned outcomes, whether the support was effective and any changes that should be made for future journeys

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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

You need to know and understand:

How you carry out your work

- 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 experience and expertise

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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
- K38 what confidentiality means
- K39 how to maintain confidentiality in your work

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K40 when and how to pass on information

Specific to this NOS

You need to know and understand:

- K41 where to go to access information that can inform your practice when supporting individuals to plan and make journeys
- K42 benefits and difficulties that may occur when supporting individuals to plan and make journeys
- K43 how to respond to unforeseen problems that may occur during a journey
- K44 the checks you need to make and the paperwork you need to complete when taking individuals on journeys and when they make unaccompanied journeys

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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

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

A **journey** is any outing to support an individual's independence and enable them to take as much control over their life as possible

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

Others are your colleagues and other professionals whose work contributes to the individual's well-being and who enable you to carry out your role

A **risk** takes account of the likelihood of a hazard occurring and may include the possibility of danger, damage or destruction to the environment and goods; the possibility of injury and harm to people

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Scope/range relating 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

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