Overview

This standard identifies the requirements when you develop effective relationships with individuals. This includes identifying individuals' preferences and needs regarding your relationship with them, developing effective relationships and then adjusting relationships to meet changing circumstances.
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Performance criteria

Identify individuals’ preferences and needs regarding your relationship with them

You must be able to:

P1 identify any issues that you need to take into account when forming a relationship with an individual
P2 support the individual to communicate their wishes and needs about the relationship they wish to have with you
P3 make clear to the individual the boundaries of your job role
P4 support the individual to understand how much time you can spend with them
P5 agree with the individual the type of relationship you are able to have with them, taking account of your role and the tasks you will be undertaking
P6 identify potential areas of conflict and report these to the appropriate people
P7 treat information about the individual confidentially in accordance with legal and working setting requirements

Develop effective relationships

You must be able to:

P8 develop relationships with the individual and key people that balance the individual’s wishes and needs with the requirements of your job
P9 listen to the individual and show that you have heard and taken account of their views
P10 respect the individual’s views, expertise and experience
P11 ensure that you treat the individual fairly and do not discriminate against or disadvantage them in any way
P12 develop the trust of the individual by being honest about what service you can and cannot provide and any legal and work setting requirements
P13 make clear to the individual how information about them may be shared with key people and others
P14 interact with the individual in ways that enable them to be involved in planning, implementing and reviewing the service you are providing
P15 work with the individual to resolve any conflicts in the relationship and agree a way forward
P16 report any relationship issues in accordance with legal and work setting requirements
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Adjust relationships to meet changing circumstances

You must be able to:

P17 support the individual, key people and others to identify any changes needed in your relationship with the individual and the reasons for this

P18 identify when changes in your relationship with the individual might cause conflict and distress

P19 work with the individual, key people and others to make relationship changes, which may include ending the relationship

P20 support the individual and key people to understand any changes that are being made, the reasons for them and what the changes may mean for them

P21 deal sensitively with changes in your relationship with the individual that may cause conflict and distress

P22 make changes to the relationship taking account of any disruption this may cause to the individual and key people and to the activities you undertake with them

P23 report changes made and any effect this might have on the individual in accordance with legal and work setting requirements
Knowledge and understanding

Rights

You need to know and understand:

K1 work setting requirements on equality, diversity, discrimination and rights
K2 your role in 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
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K22 how and when you should seek support in situations beyond your 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
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**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

**K40** when and how to pass on information

**Specific to this NOS**

**You need to know and understand:**

**K41** factors and conditions that may affect the type of relationship that you can have with individuals

**K42** how to identify key changes in the conditions and circumstances of individuals

**K43** the actions to take when you identify key changes in the conditions and circumstances of individuals

**K44** how to form, maintain and disengage from relationships with individuals

**K45** the communication and listening skills necessary to relate to and interact effectively with individuals

**K46** how to monitor and make changes to relationships that will cause the minimum disruption

**K47** barriers to relationships and effective interactions, generally and specifically with the individuals with whom you work
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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.

Appropriate people may include your line manager; professionals; specialists
To communicate may include 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
The individual is the person you support or care for in your work
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.
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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