

## SCDHSC0330

# Support individuals to access and use services and facilities



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### Overview

This standard outlines the requirements when promoting the use of services and facilities by individuals. This includes supporting individuals to identify, select, access and use the services and facilities they need and then to evaluate them.

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### Performance criteria

#### Support individuals to identify services and facilities they need

*You must be able to:*

- P1 support the **individual** and **key people** to identify what they need in order to maintain or improve their health and social well-being
- P2 support the individual to identify their own strengths, strengths within their personal networks and any gaps that need to be addressed
- P3 work with the individual to identify **services and facilities** that may contribute to addressing gaps
- P4 gain agreement to access and review information on the services and facilities the individual needs to access
- P5 work with the individual, key people and **others** to review the options available
- P6 work with the individual to identify their preferences for services and facilities and any risks that need to be managed
- P7 work with the individual and key people to select the services and facilities that will best meet the individual's preferences and assessed needs

#### Enable individuals to use services and facilities

*You must be able to:*

- P8 work with the individual to identify what needs to be in place to enable them to access and use the agreed services and facilities, taking account of any special requirements
- P9 work in ways that promote **active participation** to support the individual to access the selected services and facilities
- P10 support the individual and key people to complete documents to enable them to access the services and facilities
- P11 support the individual to acquire the assistance they require to make use of their selected facilities and services
- P12 support the individual to use the agreed services and facilities

#### Enable individuals to evaluate services and facilities used

*You must be able to:*

- P13 support the individual to identify methods and timescales for evaluating how the services and facilities have contributed to their well-being
- P14 encourage the individual and key people to give feedback on the services and facilities they have identified and used
- P15 encourage the individual and key people to give feedback on any experiences relating to discrimination or exclusion

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- P16 encourage the individual and key people to give feedback on which services and facilities have been beneficial to their well-being and those that have been less helpful
- P17 support the individual and key people to evaluate the impact of services and facilities on their health, well-being and quality of life
- P18 support the individual to identify any changes that would improve outcomes from the services and facilities
- P19 support the individual and key people to achieve the changes they have identified in the services and facilities that they have used
- P20 complete records and reports on actions, procedures and outcomes from the evaluation, in accordance with legal and work setting requirements

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### Knowledge and understanding

*You need to know and understand:*

#### Rights

- K1 legal and work setting requirements on equality, diversity, discrimination and rights
- K2 your role in promoting individuals' rights, choices, wellbeing and active participation
- K3 your duty to report any acts or omissions that could infringe the rights of individuals
- K4 how to deal with and challenge discrimination
- K5 the rights that individuals have to make complaints and be supported to do so

#### Your practice

*You need to know and understand:*

- K6 legislation, statutory codes, standards, frameworks and guidance relevant to your work, your work setting and the content of this standard
- K7 your own background, experiences and beliefs that may have an impact on your practice
- K8 your own roles, responsibilities and accountabilities with their limits and boundaries
- K9 the roles, responsibilities and accountabilities of others with whom you work
- K10 how to access and work to procedures and agreed ways of working
- K11 the meaning of person-centred/child centred working and the importance of knowing and respecting each person as an individual
- K12 the prime importance of the interests and well-being of the individual
- K13 the individual's cultural and language context
- K14 how to build trust and rapport in a relationship
- K15 how to work in ways that promote active participation and maintain individuals' dignity, respect, personal beliefs and preferences
- K16 how to work in partnership with individuals, key people and others
- K17 how to manage ethical conflicts and dilemmas in your work
- K18 how to challenge poor practice
- K19 how and when to seek support in situations beyond your experience and expertise

#### Theory

*You need to know and understand:*

- K20 the nature and impact of **factors that may affect the health,**

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- wellbeing and development of individuals** you care for or support
- K21 theories underpinning our understanding of human development and factors that affect it

*You need to know and understand:*

### Personal and professional development

- K22 principles of reflective practice and why it is important

### Communication

*You need to know and understand:*

- K23 factors that can affect communication and language skills and their development in children, young people adults
- K24 methods to promote effective communication and enable individuals to communicate their needs, views and preferences

### Health and Safety

*You need to know and understand:*

- K25 your work setting policies and practices for monitoring and maintaining health, safety and security in the work environment
- K26 practices for the prevention and control of infection in the context of this standard

### Safe-guarding

*You need to know and understand:*

- K27 the responsibility that everyone has to raise concerns about possible harm or abuse, poor or discriminatory practices
- K28 indicators of potential harm or abuse
- K29 how and when to report any concerns about abuse, poor or discriminatory practice, resources or operational difficulties
- K30 what to do if you have reported concerns but no action is taken to address them

### Handling information

*You need to know and understand:*

- K31 legal requirements, policies and procedures for the security and confidentiality of information
- K32 legal and work setting requirements for recording information and producing reports
- K33 principles of confidentiality and when to pass on otherwise confidential information

### Specific to this NOS

*You need to know and understand:*

- K34 how and where to access information and support that can inform

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- your practice about individuals accessing, using and evaluating services and facilities
- K35 how you can access, review and evaluate information about resources, services and facilities relevant to the needs and preferences of the individuals with whom you work
- K36 how power and influence can be used and abused when supporting individuals to access, use and evaluate services and facilities
- K37 the role relationships, support networks, services and facilities provide in promoting the individuals' well-being
- K38 how to keep services and facilities informed about the needs of the individuals and any changes that might be necessary

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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

**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

**Services and facilities** could include: services provided to an individual's home (e.g. meals on wheels, services to meet the individual's personal care needs; therapeutic services); services provided to enable individuals to meet their social care needs (e.g. transport); amenities outside the individual's place of residence (e.g. day care provision; support groups).

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### 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



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