Overview

This standard identifies the requirements when you support individuals to use technological aids to promote their own independence. This includes working with individuals to identify appropriate technological aids, supporting them to use specific aids and contributing to the evaluation and review of their effectiveness.
Support the use of technological aids to promote independence

Support individuals to identify technological aids that will help promote their independence

You must be able to:

P1 support the individual to identify aspects of their daily living where technological aids could help to promote their independence
P2 support the individual to communicate their preferences and needs about technological aids to independence
P3 access information about types of technological aids that could suit the individual's preferences and needs
P4 support the individual to understand the purpose of relevant types of technology and how each can be used
P5 work with the individual to evaluate which options best meet their preferences and needs and comply with health and safety requirements
P6 support the individual to identify the option they prefer
P7 seek specialist support and advice to respond to questions about technological aids that are outside your competence to deal with

Support the use of technological aids

You must be able to:

P8 work with the individual at a pace that best suits their preferences and needs and in ways that promote active participation
P9 ensure that the selected technology is correctly installed and complies with health and safety requirements
P10 ensure that technological aids are used in ways and in places that maintain the individual's privacy and dignity
P11 support the individual to understand the technology and how it works
P12 check that the individual understands how the technology should be used and can put this into practice
P13 support the individual to communicate any issues, queries or concerns they have about using the technology
P14 clarify any misunderstandings about the purpose and use of the technology, seeking additional help where necessary
P15 give encouragement and constructive feedback to motivate the individual to use the technology and continue to do so over time
P16 work with the individual to identify any aspects of the technology that key people and others need to understand and/or use
P17 support key people and others to understand the nature and purpose of the technology and how to use it in ways that help promote the individual's independence
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You must be able to:

P18 support the individual, key people and others to address any difficulties encountered, seeking specialist support and advice where necessary

P19 support the individual to take appropriate and immediate action to deal with faulty equipment, in accordance with work setting requirements and any manufacturer’s instructions and guidance

Contribute to evaluating the use of technological aids

P20 observe the effectiveness of technological aids in helping to promote the individual's independence over time

P21 agree with the individual, key people and others how the use of technology will be evaluated

P22 seek feedback from the individual, key people and others on the use and effectiveness of the technology

P23 work with the individual, key people and others to evaluate the technology, its use and the support provided

P24 agree any changes needed to improve the use and operation of the technology, including changing the technology where necessary

P25 ensure that you, key people and others carry out your agreed roles in making changes

P26 access specialist support where the scope of the technology or any difficulties encountered are outside your competence to deal with

P27 complete records and reports on actions, processes and outcomes according to 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

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 your power and influence as a worker can impact on relationships
K16 how to work in ways that promote active participation and maintain individuals’ dignity, respect, personal beliefs and preferences
K17 how to work in partnership with individuals, key people and others
K18 how to manage ethical conflicts and dilemmas in your work
K19 how to challenge poor practice
K20 how and when to seek support in situations beyond your experience and expertise

Theory

K21 the nature and impact of factors that may affect the health,
wellbeing and development of individuals you care for or support
K22 theories underpinning our understanding of human development and factors that affect it

Personal and professional development
K23 principles of reflective practice and why it is important

Communication
K24 factors that can affect communication and language skills and their development in children, young people and adults
K25 methods to promote effective communication and enable individuals to communicate their needs, views and preferences

Health and Safety
K26 your work setting policies and practices for monitoring and maintaining health, safety and security in the work environment
K27 practices for the prevention and control of infection in the context of this standard

Safe-guarding
K28 the responsibility that everyone has to raise concerns about possible harm or abuse, poor or discriminatory practices
K29 indicators of potential harm or abuse
K30 how and when to report any concerns about abuse, poor or discriminatory practice, resources or operational difficulties
K31 what to do if you have reported concerns but no action is taken to address them

Handling information
K32 legal requirements, policies and procedures for the security and confidentiality of information
K33 legal and work setting requirements for recording information and producing reports
K34 principles of confidentiality and when to pass on otherwise confidential information

Specific to this NOS
K35 how and where to access information and support that can inform your practice when supporting individuals using technology
K36 how to access, review and evaluate resources, information and services about technological aids to promote independence generally, and the specific technological needs of the individuals with whom you work
Support the use of technological aids to promote independence

K37 theories relevant to the individuals with whom you work about motivation and how to encourage people to use technological aids, including the use of positive reinforcement

K38 how difficulties with independence can affect the identity, self-esteem and self-image of the individuals with whom you work

K39 the types and range of technological aids that can be used to promote individuals' independence and how they work

K40 health and safety requirements when setting up and using technological aids

K41 risk assessment and risk management for setting up and using technological aids

K42 when to call in specialist help in relation to technological aids

K43 sources of further information and technological advice

K44 the range of methods for finding and diagnosing faults with technology and what action to take to remedy them

K45 environmental factors that might affect the functioning and efficiency of technological aids

K46 how to support individuals to evaluate the effectiveness of technology in meeting their preferences and needs
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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.

To communicate may include using the individual's preferred spoken language, the use of signs, the use of symbols or pictures, writing, objects of reference, communication passports, other non verbal forms of communication, human and technological aids to communication.

The **individual** is the adult, child or young 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.
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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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