

## SCDHSC0384

### Support individuals through bereavement



#### Overview

This standard identifies the requirements when you support individuals through bereavement. This includes supporting individuals when they first learn of their loss, supporting them during the time of bereavement and supporting them to manage changes resulting from the bereavement.

### Performance criteria

#### Support individuals when they learn of a bereavement

*You must be able to:*

- P1 access information and support to help you understand and manage the likely impact on the **individual** when they are told of a bereavement
- P2 contribute to identifying the most suitable time and place to tell the individual about the bereavement, within your own role and responsibility
- P3 take action to ensure that the individual is in an appropriate place which allows them privacy when they first hear about the bereavement
- P4 support the individual to understand as clearly as possible the information about the bereavement and the procedures that will follow, clarifying and repeating information as necessary
- P5 support the individual to prepare to deal with procedures that will follow the bereavement
- P6 access additional support for the individual where you are unable to provide appropriate support

#### Support individuals during bereavement

*You must be able to:*

- P7 allow the individual private time to adjust to the bereavement, taking account of any **risks** to the individual
- P8 work with **others** to ensure that support is available for **key people** to help them adjust to and support the individual's bereavement
- P9 support the individual to **communicate** their thoughts, feelings and concerns about their bereavement and mourning
- P10 reflect on the thoughts and feelings expressed to you by the individual, to enable you to understand their experience of bereavement and loss
- P11 support the individual to carry out their normal daily functions according to your role and responsibilities
- P12 support the individual when they become distressed
- P13 observe changes in the individual which may give cause for concern and which may indicate a response to bereavement outside that expected during mourning
- P14 seek additional support for yourself where you are unable to support the individual
- P15 work with the individual, key people and others to identify the need

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- for additional or specialist support for the individual
- P16 work with the individual, key people and others to access additional or specialist support where needed

*You must be able to:*

### **Support individuals to manage changes following bereavement**

- P17 work in ways and at a pace that are sensitive to the individual's distress, grief and mourning
- P18 support the individual to manage conflicting emotions, indecision and fear of the future
- P19 support the individual to identify and understand changes that need to be made because of the bereavement
- P20 support the individual to identify their preferences and needs regarding options for change
- P21 support the individual to take a positive view of changes and how they will help build towards the future
- P22 encourage the individual to recognise and focus on their strengths when considering changes
- P23 check the individual's understanding of the changes that need to be made including the effect on themselves, key people and others
- P24 deal sensitively with any conflicts between those involved in or affected by the changes
- P25 support the individual to access additional and specialist support where needed

### Knowledge and understanding

#### Rights

*You need to know and understand:*

- 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 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

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*You need to know and understand:*

### 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

*You need to know and understand:*

### Personal and professional development

- K23 principles of reflective practice and why it is important

*You need to know and understand:*

### Communication

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

*You need to know and understand:*

### 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

*You need to know and understand:*

### 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

*You need to know and understand:*

### 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

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*You need to know and understand:*

### Specific to this NOS

- K35 how the impact of culture, religion, personal beliefs, preferences, stage of development and previous experiences of loss may affect an individual's approach to bereavement
- K36 the purpose of, and arrangements for your supervision when working with and supporting individuals through bereavement
- K37 how and where to access information and support that can inform your practice about supporting individuals who are bereaved
- K38 how you can access, review and evaluate information about dealing with bereavement generally, and for the specific individuals with whom you are working
- K39 theories about grief, bereavement and mourning relevant to the individuals with whom you work
- K40 how to work with the individual's family and friends to address practical issues and how they may be affected by the individual's loss
- K41 how to support individuals and key people through the process of grieving and mourning for the deceased person
- K42 how to support individuals and key people to manage the likely impact of the bereavement on their lives and to deal with issues that are likely to arise
- K43 the role of specialist agencies in supporting people who are bereaved and how to recognise when specialist support is required

### Additional Information

#### Scope/range related to performance criteria

The scope is here to give you guidance on possible areas to be covered in this unit. The terms in this section give you a list of options linked with items in the performance criteria. You need to provide evidence for any option related to your work area

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, symbols, 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

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

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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 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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