

Overview

This standard identifies the requirements when supporting individuals at the end of their life. This includes supporting individuals to prepare for the end of life and to plan the care and support they wish to receive during the process of dying. It also includes providing care and support as death approaches and carrying out agreed actions immediately after death has occurred.

SCDHSC0385

Support individuals at the end of life

Performance criteria

Provide support to prepare individuals for the end of life

You must be able to:

- P1 offer appropriate support to the **individual** and **key people** when they receive news that the individual is dying
- P2 ensure you **communicate** with the individual and key people at a level and pace with which they are comfortable
- P3 provide the individual and key people with the time, privacy and facilities they need to adjust to the knowledge that the individual is dying
- P4 support the individual and key people to identify **information** they require to understand and adjust to this knowledge
- P5 work with **others** to access the information and any additional support requested
- P6 equip yourself to support the individual and key people by managing your own feelings about death and dying, seeking support where necessary

Support individuals to plan for the end of life

You must be able to:

- P7 encourage the individual to plan in advance for the care and support they wish to have during the process of dying
- P8 avoid pressurising the individual to talk about their death, while making clear that you are available for them to do so when they wish
- P9 support the individual to express their preferences about how they wish to die, including aspects associated with their culture or beliefs
- P10 support the individual to express their preferences about where they wish to die
- P11 work with the individual to identify the people they wish to have with them when they die
- P12 provide appropriate support when the individual wishes to express personal beliefs, feelings or concerns about death and dying

Support individuals through the process of dying

You must be able to:

- P13 when death approaches, promptly and calmly contact the people who are to be with the individual as they approach the end of life
- P14 liaise with others to ensure that the planned care and support is available to address the individual's preferences and needs
- P15 fulfil the wishes expressed by the individual that are within your role,

SCDHSC0385

Support individuals at the end of life

- responsibility and competence
- P16 carry out your role in ways that respect the individual's dignity, culture, preferences and beliefs
- P17 work with others to address in agreed ways any pain or distress the individual experiences
- P18 assess when the individual and key people need to be alone with each other
- P19 adapt your actions to take account of changing preferences, responses and needs
- P20 inform people and organisations of changes in the individual's condition and expressed wishes and preferences, in accordance with plans and work setting requirements

Take action immediately following the death of individuals

You must be able to:

- P21 carry out your agreed role immediately following the death of the individual in ways that respect their wishes and follow work setting requirements
- P22 offer appropriate support to key people
- P23 complete records and reports about actions, procedure and outcomes, in line with legal, confidentiality and work setting requirements

SCDHSC0385

Support individuals at the end of life

Knowledge and understanding

Values

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

Theory

You need to know and understand:

SCDHSC0385

Support individuals at the end of life

- 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 and 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

You need to know and understand:

Specific to this NOS

SCDHSC0385

Support individuals at the end of life

- K35 how you can access, review and evaluate information about your practice in relation to the end of life
- K36 theories relevant to the individuals with whom you work about death and the end of life process both generally and specifically for the individuals with whom you are working
- K37 theories relevant to the individuals with whom you work about the impact of death and dying, grief and mourning on individuals and key people
- K38 the role of culture, beliefs and religion in the wishes of individuals and key people and in how the process of dying and death itself is managed
- K39 social and psychological factors that can affect individuals' and key people's response to the knowledge that an individual is dying
- K40 requirements, procedures and practices for the making of wills, including living wills
- K41 how to manage the practical effects of the process of dying, including how long individuals can concentrate, the number of visitors they can cope with at any one time and the need to have time alone or with key people
- K42 how to support individuals to take as much control as possible over the process of and the environment for dying through advance planning, and why this is important
- K43 how to support individuals to cope with conditions, illnesses, diseases and injuries where imminent death is likely or where the prognosis is for a longer period before they die
- K44 the extra support you may need and how to access it for individuals and key people who are having difficulties adjusting to the fact that the individual is dying
- K45 how to support key people through the process of grieving for the dying person
- K46 how to support key people to cope with the likely impact of the individual's death on their lives
- K47 how to support key people when they are stressed and distressed
- K48 family and group dynamics that may affect reactions to the individual dying, and decisions about how the process of dying and death itself is managed
- K49 requirements, procedures and practices that must immediately follow an individual's death, including the removal of medical equipment from the deceased, dealing with their personal property and possessions and the records that are required for this
- K50 the purpose of and arrangements for your supervision when working with and supporting individuals through the process of dying

SCDHSC0385

Support individuals at the end of life

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, 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

Information could be verbal, written or electronic and needs to be in a format that is accessible to the individual and should be provided within confidentiality agreements and according to legal and work setting requirements

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

SCDHSC0385

Support individuals at the end of life

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

SCDHSC0385

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