

## SCDHSC0387

# Work in partnership with carers to support individuals



---

### Overview

This standard identifies requirements when you work in partnership with carers to support or care for individuals. This includes planning how to work together effectively and also working with carers to identify and meet their own support needs by accessing resources, services and facilities. The standard also covers the review of partnership work, including how well the carers' own wellbeing has been supported.

### Performance criteria

#### Work as partners with carers

*You must be able to:*

- P1 develop a relationship with the **carer** that respects their culture, their expertise and their role as a partner with you in supporting the **individual**
- P2 agree with the individual, the carer and **others** the intended outcomes of your work together
- P3 clarify your own role and that of the carer, **key people** and others in supporting the individual
- P4 work together to establish shared understanding and consistent ways of working to support the individual and to manage **risks**
- P5 carry out your agreed role in ways that demonstrate your dependability and your commitment to partnership work

#### Work with carers to identify their preferences and needs in relation to their own support

*You must be able to:*

- P6 provide accessible **information** about the carer's right to have their own **needs** formally assessed and the procedures for this
- P7 work with the carer to **communicate** the outcomes they wish to achieve in relation to support for their own wellbeing
- P8 provide information about appropriate **resources, services and facilities** that are available to meet the carer's own preferences and support needs
- P9 work with the carer to identify the resources, services and facilities that are most likely to meet their preferences and needs and achieve the outcomes they want
- P10 seek additional help where the needs of the carer are outside your competence to deal with

#### Work with carers to access resources, services and facilities

*You must be able to:*

- P11 work with the carer to plan how they will access resources, services and facilities that meet their preferences and needs
- P12 work with the individual, the carer and others to identify what support the individual will require in order for the carer to address their own needs, and how to manage any risks associated with this
- P13 work with the carer and others to put in place the support the individual needs to enable the carer to address their own needs
- P14 work with the carer and others to implement the agreed plan for the carer to access resources, services and facilities
- P15 work with the carer to identify any gaps in the provision to meet their

preferences and needs

- P16 take appropriate action to challenge anything found to be discriminatory when a carer is accessing resources, services and facilities

### **Work with carers and individuals to review partnership work and support for the carers' wellbeing**

*You must be able to:*

- P17 work with the carer to agree the process and criteria for reviewing partnership work and support for their own wellbeing
- P18 ensure that the carer and the individual have the necessary support to enable them to fully participate in the review
- P19 work with the carer, the individual and others to review partnership work against agreed criteria
- P20 work with the carer, the individual, key people and others to identify benefits to the carer's health and wellbeing through use of resources, services and facilities, any difficulties that have arisen and any changes that may need to be made
- P21 work with the carer, the individual, key people and others to identify whether there should be any changes in the support provided for the individual whilst the carer addresses their own needs
- P22 seek additional help where changes are outside your scope of responsibility and expertise
- P23 complete records and reports about actions, processes and outcomes, within confidentiality agreements and according to legal and work setting requirements

### 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' and carers' rights, choices, wellbeing and active participation
- K3 your duty to report any acts or omissions that could infringe the rights of individuals and carers
- K4 how to deal with and challenge discrimination
- K5 the rights that individuals and carers 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 and carer'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' and carers' 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:*

- 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

*You need to know and understand:*

- K23 principles of reflective practice and why it is important

### Communication

*You need to know and understand:*

- 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

*You need to know and understand:*

- 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

*You need to know and understand:*

- 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

*You need to know and understand:*

- 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

*You need to know and understand:*

- K35 the rights of carers to be supported in the caring role, to have their needs and preferences assessed and met
- K36 the rights of carers to access services, support, benefits and pensions
- K37 how and where to access information and support that can inform your practice when supporting carers in the caring role
- K38 how to access, review and evaluate information about resources, services, facilities and support groups relevant to the needs and preferences of carers
- K39 government reports, inquiries and research relevant to supporting carers, awareness of the nature of abuse generally but specifically related to abuse of individuals by carers and of carers by individuals
- K40 theories relevant to the carers with whom you work, about the impact on behaviour of stress, distress, anger, and fear
- K41 theories relevant to the role and contribution of carers in promoting the health, social, emotional, educational, leisure and recreational needs of individuals
- K42 the ways in which support available to carers and the length of time they are providing care can impact on their health, emotional and social well-being
- K43 resources, services, facilities and support groups appropriate to well-being of carers
- K44 how access to employment, recreation, leisure and educational activities can support carers in their caring role
- K45 the role specific support groups for carers can have on their well-being and their ability to learn new skills and ways of coping
- K46 factors that affect the health, well-being, behaviour, skills, abilities and development of carers
- K47 conditions and issues you are likely to face in your work with individuals and carers
- K48 methods of supporting carers to express their needs and preferences
- K49 methods of supporting carers to understand and take responsibility for meeting their own health, social and emotional needs

- 
- K50 methods of supporting carers to identify how their care needs should be met
  - K51 methods of supporting carers to assess and manage risks to their health and well-being
  - K52 how to work in partnership with individuals, carers, key people and those within and outside your organisation to enable the carers' needs, wishes and preferences to be met
  - K53 how to assess and manage risks to the carers' and individuals' health and social well-being
  - K54 how to assess and manage the care that individuals require to enable the carers to meet their own needs and preferences
  - K55 how to agree outcomes and make, implement and review plans to support carers in the caring role

### 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.

**Carers** are those who provide unpaid support and could include family members, partners, neighbours or friends

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** may be verbal, written or electronic and must be made available in a format that is accessible to those using it

**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.

**Needs** may include those that are physical; emotional; mental; short term; medium term; long term

**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

**Resources, services and facilities** may include financial or physical resources; services provided to the carer at home or elsewhere; therapeutic services; services that enable the carer to meet their social, leisure or employment needs; transport; support groups relating to the specific needs of the carer or the individual

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



### 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 that may be 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

# SHDHSC0387

Work in partnership with carers to support individuals



---

<b>Developed by</b>	Skills for Care & Development
<b>Version number</b>	1
<b>Date approved</b>	March 2012
<b>Indicative review date</b>	August 2014
<b>Validity</b>	Current
<b>Status</b>	Original
<b>Originating organisation</b>	Skills for Care & Development
<b>Original URN</b>	HSC387
<b>Relevant occupations</b>	Health, Public Services and Care; Health and Social Care; Associate Professionals and Technical Occupations; Health and Social Services Officers; Health Associate Professionals; Personal Service Occupations; Healthcare and Related Personal Services
<b>Suite</b>	Health and Social Care
<b>Key words</b>	support, collaborate, carers