

SCDHSC0422

Promote housing opportunities for individuals



Overview

This standard identifies the requirements when promoting housing opportunities for individuals in health and social care settings. This includes raising awareness of the housing needs of individuals and negotiating and agreeing housing provision with and for them.

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Performance criteria

You must be able to:

Raise awareness of the housing needs of individuals

- P1 identify **people and organisations** who may have an interest in offering **housing** for **individuals**
- P2 communicate with people and organisations to establish their interest in the value of housing for individuals
- P3 present information to people and organisations about the benefits that appropriate housing can bring to individuals
- P4 present information to people and organisations regarding the impact of discrimination, oppression and social exclusion on individuals
- P5 encourage people and organisations to understand appropriate ways of offering housing to individuals
- P6 give people the opportunity to ask questions to confirm their understanding of the information provided
- P7 seek further support and advice in areas that are outside your expertise
- P8 refer people and organisations who need information and advice that is outside your expertise to other appropriate sources
- P9 challenge constructively any attitudes and behaviour which are ill informed, misguided, abusive or discriminatory
- P10 encourage people and organisations to become champions to raise awareness about the provision of housing for individuals

Negotiate housing for individuals

You must be able to:

- P11 encourage people and organisations to consider their capacity to offer housing to individuals
- P12 encourage people and organisations to consider any **reasonable adjustments** that they could make to enable them to offer housing to individuals
- P13 evaluate the potential provision of people and organisations who are able to offer housing to individuals
- P14 identify people and organisations who are suitable and able to provide housing
- P15 examine with people and organisations who are suitable and able to provide housing the potential challenges and rewards
- P16 examine with people and organisations any resources which will be required to provide housing for individuals
- P17 explain your own role and responsibilities to people and organisations who can provide housing to individuals

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Agree housing for individuals

You must be able to:

- P18 establish what specific opportunities can be offered by people and organisations who have agreed to offer housing
- P19 discuss with the people and organisations any reasonable restrictions that may be imposed on those to whom the housing would be made available
- P20 identify with the people and organisations any reasonable adjustments they will need to make beyond those that are legally required
- P21 examine with the people and organisations how the reasonable adjustments will be resourced
- P22 examine with the people and organisations any issues which may affect agreements for housing
- P23 confirm agreements in writing
- P24 take appropriate actions to enable the housing to be accessed
- P25 report processes and outcomes 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
- K6 conflicts and dilemmas that may arise in relation to rights and how to address them

Your practice

You need to know and understand:

- K7 legislation, statutory codes, standards, frameworks and guidance relevant to your work, your work setting and the content of this standard
- K8 your own background, experiences and beliefs that may have an impact on your practice
- K9 your own roles, responsibilities and accountabilities with their limits and boundaries
- K10 the roles, responsibilities and accountabilities of others with whom you work
- K11 how to access and work to procedures and agreed ways of working
- K12 the meaning of person-centred/child centred working and the importance of knowing and respecting each person as an individual
- K13 the prime importance of the interests and well-being of the individual
- K14 the individual's cultural and language context
- K15 how to build trust and rapport in a relationship
- K16 how your power and influence as a worker can impact on relationships
- K17 how to work in ways that promote active participation and maintain individuals' dignity, respect, personal beliefs and preferences
- K18 how to work in partnership with individuals, key people and others
- K19 how to manage ethical conflicts and dilemmas in your work
- K20 how to challenge poor practice
- K21 how and when to seek support in situations beyond your experience and expertise

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Theory

You need to know and understand:

- K22 the nature and impact of **factors that may affect the health, wellbeing and development of individuals** you care for or support
- K23 theories underpinning our understanding of human development and factors that affect it

Personal and professional development

You need to know and understand:

- K24 principles of reflective practice and why it is important
- K25 your role in developing the professional knowledge and practice of others
- K26 how to promote evidence based practice

Communication

You need to know and understand:

- K27 factors that can affect communication and language skills and their development in children, young people adults
- K28 methods to promote effective communication and enable individuals to communicate their needs, views and preferences

Health and Safety

You need to know and understand:

- K29 legal and statutory requirements for health and safety
- K30 your work setting policies and practices for monitoring and maintaining health, safety and security in the work environment
- K31 practices for the prevention and control of infection in the context of this standard

Safe-guarding

You need to know and understand:

- K32 legislation and national policy relating to the safe-guarding and protection of children, young people and adults
- K33 the responsibility that everyone has to raise concerns about possible harm or abuse, poor or discriminatory practices
- K34 indicators of potential harm or abuse
- K35 how and when to report any concerns about abuse, poor or discriminatory practice, resources or operational difficulties
- K36 what to do if you have reported concerns but no action is taken to address them
- K37 local systems and multi-disciplinary procedures that relate to safeguarding and protection from harm or abuse

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You need to know and understand:

Multi-disciplinary working

- K38 the purpose of working with other professionals and agencies
- K39 the remit and responsibilities of other professionals and agencies involved in multi-disciplinary work

You need to know and understand:

Handling information

- K40 legal requirements, policies and procedures for the security and confidentiality of information
- K41 legal and work setting requirements for recording information and producing reports
- K42 principles of confidentiality and when to pass on otherwise confidential information
- K43 how to record written information with accuracy, clarity, relevance and an appropriate level of detail
- K44 how and where electronic communications can and should be used for communicating, recording and reporting

You need to know and understand:

Leading practice

- K45 theories about leadership
- K46 standards of practice, service standards and guidance relating to the work setting
- K47 national and local initiatives to promote the well-being of individuals
- K48 lessons learned from government reports, research and inquiries into serious failures of health or social care practice and from successful interventions
- K49 methods of supporting others to work with and support individuals, key people and others
- K50 how to contribute to the development of systems, practices, policies and procedures
- K51 techniques for problem solving and innovative thinking

You need to know and understand:

Risk management

- K52 principles of risk assessment and risk management
- K53 principles of positive risk-taking

You need to know and understand:

Specific to this NOS

- K54 theories, principles and practice into the relationship between

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- housing and the benefits to the well-being of individuals
- K55 evidence based practice in promoting housing for those individuals' needs and how to apply this evidence to your own work
- K56 methods of presenting information and encouraging interest in and about the role of housing in meeting individual needs and promoting well-being
- K57 national and local schemes and statutory, private and voluntary agencies which are involved in providing, promoting or creating housing, for whom they are designed and how to access them
- K58 the range of local housing, the forms these take, who may be eligible and how to access them
- K59 the potential concerns which people and organisations may have regarding offering opportunities for individuals, why it is important to acknowledge their concerns and how to offer information to help them make informed decisions
- K60 how to gauge the level of interest and ability of people and organisations who may offer housing to individuals
- K61 the options for promoting housing and which are the most appropriate options for the people and organisations concerned

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Additional Information

Scope 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.

Housing may include supported lodgings; residential support; hostels; supported flats/housing; floating support; housing associations; estate agencies

The **individual** is the adult, child or young person you support or care for in your work

People and organisations may include those who are able to offer housing to individuals; people employed to support or care for residents in supported housing schemes, community housing, residential care; residents' associations; other groups within the wider community; trade unions; employers' associations; local government officers; estate agents

Reasonable adjustments are those adjustments that could reasonably be expected to be made to accommodate the needs of individuals

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Scope 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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