

# SCDHSC3111

## Promote the rights and diversity of individuals



---

### Overview

This standard identifies the requirements when you promote the rights and diversity of individuals. This includes promoting the capacity of individuals to exercise their rights and responsibilities and promoting a culture which values and respects the diversity of all individuals. It also addresses individuals' rights in relation to information about themselves and the need to promote confidence in individuals that their rights will be upheld in the work setting.

# SCDHSC3111

## Promote the rights and diversity of individuals

---

### Performance criteria

#### Promote the individual's capacity to exercise their rights and responsibilities

*You must be able to:*

- P1 provide up to date information, appropriate explanations and support to enable the **individual** and **key people** to understand their rights and responsibilities
- P2 provide up to date information, appropriate explanations and support to enable the individual and key people to exercise their rights
- P3 work in ways that demonstrate to **others** how to respect and promote the views, choices and wishes of individuals and key people
- P4 work in ways that demonstrate to others how to promote **active participation** to maximise the individual's control over their own life
- P5 demonstrate through your practice how to promote the right of the individual to make informed choices and decisions about their life and well-being, and about taking and managing potential and actual risks
- P6 interpret the rights and responsibilities of the individual in a way that is consistent with the law, regulation and work setting requirements
- P7 provide up to date information, appropriate explanations and support to enable the individual and key people to acknowledge the complexities of decisions that may need to be made in order to balance their rights, preferences and responsibilities
- P8 seek assistance when conflicts arise that you cannot deal with

#### Promote a culture that values and respects diversity

*You must be able to:*

- P9 work with the individual, key people and others to understand the cultural experience, background and beliefs of the individual
- P10 identify how and where to access expertise on specific cultures or aspects of culture
- P11 access expertise and advice from people, groups and networks to enhance your understanding of the individual's culture, background and beliefs
- P12 work with the individual, key people and others to enhance aspects of the environment, practice and behaviour that are beneficial to an inclusive culture
- P13 work with the individual, key people and others to address aspects of the environment, practice and behaviour that may create barriers to an inclusive culture

# SCDHSC3111

## Promote the rights and diversity of individuals

---

- P14 ensure that activities and practices use the individual's culture and life experiences as a resource
- P15 support the individual to consider how they may wish to build upon their cultural experience in ways that promote participation, inclusivity and co-operation with others
- P16 demonstrate through your practice how to support the individual's right to **communicate** using their preferred language and method
- P17 model behaviour that encourages others to work in ways that promote equality and respect diversity
- P18 challenge practices and processes that prevent the individual having equal opportunity to services, support and facilities
- P19 seek assistance when you are having difficulty promoting equality and diversity

### **Promote the individual's rights in relation to information about themselves**

*You must be able to:*

- P20 work in ways that demonstrate to others how to support the right of the individual to access information about themselves
- P21 disclose information about the individual only to those who have the right and need to know, and once proof of identity has been obtained
- P22 encourage others to disclose information only to those who have the right and need to know, and once proof of identity has been obtained
- P23 ensure that records and reports about work with the individual are completed within confidentiality agreements and according to legal and work setting requirements
- P24 maintain confidentiality when storing and accessing information about the individual
- P25 work in ways that demonstrate to colleagues how to respect and protect the privacy of the individual when handling information about them

### **Promote confidence that the rights of individuals will be upheld in the work setting**

*You must be able to:*

- P26 ensure your own practice is always consistent with the law, regulation and work setting requirements
- P27 support others to work within the law, regulation and work setting requirements
- P28 use sensitively and responsibly the influence that accompanies your job role and responsibilities
- P29 support others to use their influence sensitively and responsibly

# SCDHSC3111

## Promote the rights and diversity of individuals

---

- P30 work in ways that demonstrate you are honest, trustworthy, reliable and dependable at all times
- P31 encourage others to be honest, trustworthy, reliable and dependable in their work
- P32 work with others to ensure all communication is appropriate, open, accurate and straightforward
- P33 ensure that you honour your work commitments and support colleagues to do the same
- P34 ensure that you and others declare any personal **interests** that might influence judgements and practice
- P35 work in ways that demonstrate to others how to support the right of the individual to compliment, comment and complain about services they are receiving and to have any comments and complaints taken seriously

# SCDHSC3111

## Promote the rights and diversity of individuals

---

### 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

*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 a relationship
- 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

# SCDHSC3111

## Promote the rights and diversity of individuals

---

### 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 st

### 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

# SCDHSC3111

## Promote the rights and diversity of individuals

---

### Specific to this NOS

*You need to know and understand:*

- K35 how and where to access information and support that can inform your practice relating to rights and valuing diversity
- K36 how to help others use power and influence sensitively and responsibly

# SCDHSC3111

## Promote the rights and diversity of individuals

---

### 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.

**Active participation** is a way of working that regards individuals as active partners in their own care or support rather than passive recipients. Active participation recognises each individual's right to participate in the activities and relationships of everyday life as independently as possible  
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

**Interests** may include a pre-existing relationship with the individual; vested interests; past experiences that might affect the way you work with the individual

**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



# SCDHSC3111

## Promote the rights and diversity of individuals

---

### 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

# SCDHSC3111

## Promote the rights and diversity of 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>	HSC3111
<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>	encourage, promote, diversity, rights