

HSC234 Ensure your own actions support the equality, diversity, rights and responsibilities of individuals

Unit Summary

This unit applies to everyone working in health and social care settings. It contains the underpinning values and principles that must be demonstrated in every aspect of your daily work with individuals, key people and others

Skills

You will apply the following skills:

- Communicating
- Questioning
- Listening
- Presenting yourself
- Summarising
- Using technology
- Interpersonal skills
- Decision making
- Team working
- Negotiating
- Managing time
- Problem solving
- Resolving disagreement

Performance indicators

You will:

Respect the rights and interests of individuals

1. Respect the dignity and privacy of individuals
2. Provide active support to enable individuals to participate and to manage their own lives
3. Respect and promote the views and wishes of individuals, key people and others
4. Assist and give appropriate support to enable individuals to understand and exercise their rights
5. Promote the independence of individuals
6. Support the rights of individuals to:
7. Access information about themselves
8. Communicate using their preferred method of communication and language
9. Make informed choices and decisions about their lives and well being
10. Make informed decisions about taking and managing potential and actual risks
11. Regain and retain their potential to manage their lives
12. Access advocacy services
13. Support individuals to make compliments and complaints
14. Acknowledge conflicts between the individuals right to make choices and their responsibilities to others
15. Seek appropriate support when there are conflicts between the individuals' rights and responsibilities

Treat everyone equally and in ways that respects diversities and differences

16. Respect the dignity and privacy of individuals
17. Respect and promote the views and wishes of individuals, key people and others
18. Treat and value each person as an individual
19. Respect the individual's diversity, cultures and values
20. Work in ways that:
 - recognise the individual's beliefs and preferences
 - puts the individual's preferences at the centre of everything you and others for whom you are responsible do
 - acknowledge the diversity of individuals
 - do not discriminate against any individual
 - do not condone discrimination by others
21. Provide active support to enable individuals to participate to their utmost abilities
22. Challenge behaviours and practice that discriminates against individuals
23. Seek advice when you are having difficulty promoting equality and diversity

Act in ways that promote the individuals' confidence in you and your organisation

24. Act in ways that are consistent with the law, regulation and organisational procedures
25. Ensure that you do not act in any way that may make individuals feel inferior
26. Are honest, trustworthy, reliable and dependable
27. Communicate in appropriate, open, accurate and straightforward ways
28. Explain the organisation's policies on confidentiality and complaints
29. Maintain clear, accurate and up-to-date records
30. Respect the individual's rights to confidentiality of information, within organisational procedures
31. Disclose information only to those who have the right and need to know
32. Ensure proof of identify and right to access before disclosing any information
33. Honour your work commitments and when this is not possible, explain why
34. Declare interests when they might influence your judgements and practice

Knowledge

You need to show that you know, understand and can apply in practice:

Values

1. legal and organisational requirements, policies, procedures and guidance on:
 - equality, diversity, discrimination, rights, confidentiality and sharing of information
 - ensuring your actions and those of others support the equality, diversity, rights and responsibilities of individuals
2. The culture and values within the environment in which you work
3. Principles that enable you to work in ways that:
 - place the individual's needs and preferences at the centre of everything you do
 - provide active support for the individual to participate to the best of their abilities
 - support individuals to make their own decisions (as far as they are able and within any restrictions placed upon them) about their care and the way you carry out your work activities for and with them
4. The ways your own values, those of the sector and those of individuals, key people and others may differ, the effects such differences may have and any conflicts the differences may cause
5. Conflicts that may occur between the individual's right to make choices and their responsibilities to others
 - Ways of working that support equality and diversity and are effective when dealing with, and challenging discrimination

Legislation and organisational policy and procedures

6. Codes of practice and conduct; standards and guidance relevant to your own and the roles, responsibilities, accountability and duties of others valuing and respecting individuals
7. Current local, UK and European legislation, and organisational requirements, procedures and practices for:
 - accessing records and information
 - recording, reporting, confidentiality and sharing information, including data protection
 - on valuing and respecting individuals
 - for making and receiving comments and complaints

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.

Declared interests may be:

- Knowledge and relationship with the individual or others
- Vested interests
- Past experiences that might affect the way you work with the individuals etc

Key people

- Family
- Friends
- Carers
- Others with whom the individual has a supportive relationship

Preferred methods of communication and language:

- Individual's preferred spoken language
- Signs
- Symbols
- Pictures
- Writing
- Objects of reference
- Communication passports
- Other non verbal forms of communication
- Human and technological aids to communication

Knowledge and understanding

Will be specifically related to legal requirements and codes of practice applicable to your job; your work activities; the job you are doing (e.g. domiciliary, residential care) and the individuals you are working with

Values underpinning the unit

The values underpinning this unit have been derived from the key purpose statement, the statement of expectations from carers and people receiving services, relevant service standards and codes of practice for health and social care in the four UK countries. They can be found in the principles of care unit HSC24. To achieve this unit you must demonstrate that you have applied the principles of care outlined in unit HSC24 in your practice and through your knowledge

Key Words and Concepts

This section provides explanations and definitions of the key words and concepts used in this unit. In occupational standards it is quite common to find words or phrases used which you will be familiar with, but which, in the detail of the standards, may be used in a very particular way. **Therefore, we would encourage you to read this section carefully before you begin working with the standards and to refer back to this section as required**

Active support

Support that encourages individuals to do as much for themselves as possible to maintain their independence and physical ability and encourages people with disabilities to maximise their own potential and independence

Individuals

The actual people requiring health and care services. Where individuals use advocates and interpreters to enable them to express their views, wishes or feelings and to speak on their behalf, the term individual within this standard covers the individual and their advocate or interpreter

Key people

Are those people who are key to an individual's health and social well-being. These are people in the individual's life who can make a difference to their health and well-being

Others

Are other people within and outside your organisation that are necessary for you to fulfil your job role

Rights

The rights that individuals have to:

- be respected
- be treated equally and not be discriminated against
- be treated as an individual
- be treated in a dignified way
- privacy
- be protected from danger and harm
- be cared for in a way that meets their needs, takes account of their choices and also protects them
- access information about themselves
- communicate using their preferred methods of communication and language