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|  Overview | This standard identifies the requirements when you promote effective relationships with individuals. This includes establishing effective relationships between yourself and individuals, then working with individuals, key people and others to address relationship issues. It also includes evaluating the progress and outcomes of relationships. |

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| **Performance criteria**You must be able to:*You must be able to:**You must be able to:**You must be able to:* | **Establish effective relationships between yourself and individuals**1. apply your knowledge, understanding and skills to inform how you develop your relationship with the individual
2. use the individual's abilities, experiences and expertise in positive ways when developing your relationship with them
3. encourage the individual to use their abilities, experiences and expertise when they relate to you
4. relate to the individual in ways that promote active participation and take account of their preferences and needs
5. reflect on the relationship between you and the individual as it develops
6. acknowledge positive aspects of the relationship between you and the individual
7. support the individual to identify relationship issues
8. work with the individual to resolve relationship issues
9. apply your knowledge, understanding and skills to deal appropriately with any conflict
10. seek support and advice where you do not have the expertise and experience to develop the relationship with the individual effectively

**Support others to address relationship issues** 1. work with the individual, key people and others to identify issues in relationships
2. support the individual and key people to communicate with you about relationship issues
3. seek information and advice to help you understand and address relationship issues
4. balance the views of the individual, key people and the others involved in relationships where issues have been highlighted
5. discuss with the others involved alternative ways they could manage relationships
6. support the individual, key people and the others involved to develop positive relationships with each other
7. seek support and advice for relationship issues that you are not competent to deal with
8. treat all information relating to relationship issues confidentially and in accordance with legal and work setting requirements

Support individuals to move from their relationship with you1. support the individual and key people to agree when the individual will move from their relationship with you
2. support the individual and key people to agree how this should be done and who will be in your place in future
3. work with the individual, key people and others to agree how any associated risks will be addressed
4. involve key people and others at appropriate times and in ways that minimise disruption and concern
5. seek support and advice where you do not have the expertise and experience to support the individual in moving from their relationship with you

**Evaluate progress and outcomes in relationships**1. support the individual and key people to identify criteria and methods by which the success of relationships for the individual can be evaluated
2. support the individual and key people to take part in evaluating relationships
3. evaluate relationships between the individual and others, including yourself, using agreed methods
4. identify with the individual which aspects of their relationships with you and others have been effective
5. identify with the individual those aspects that could be improved
6. identify with others where additional expertise is required in a relationship and the type of expertise required
7. identify with others how additional expertise can be accessed or managed
8. complete records and reports about progress and outcomes in relationships at agreed times and in accordance with legal and work setting requirements
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| Knowledge and understandingYou need to know and understand:You need to know and understand:You need to know and understand:You need to know and understand:You need to know and understand:You need to know and understand:You need to know and understand:You need to know and understand:You need to know and understand: | **Rights**1. legal and work setting requirements on equality, diversity, discrimination and rights
2. your role in promoting individuals’ rights, choices, wellbeing and active participation
3. your duty to report any acts or omissions that could infringe the rights of individuals
4. how to deal with and challenge discrimination
5. the rights that individuals have to make complaints and be supported to do so

**Your practice**1. legislation, statutory codes, standards, frameworks and guidance relevant to your work, your work setting and the content of this standard
2. your own background, experiences and beliefs that may have an impact on your practice
3. your own roles, responsibilities and accountabilities with their limits and boundaries
4. the roles, responsibilities and accountabilities of others with whom you work
5. how to access and work to procedures and agreed ways of working
6. the meaning of person-centred/child centred working and the importance of knowing and respecting each person as an individual
7. the prime importance of the interests and well-being of the individual
8. the individual’s cultural and language context
9. how to build trust and rapport in a relationship
10. how your power and influence as a worker can impact on relationships
11. how to work in ways that promote active participation and maintain individuals’ dignity, respect, personal beliefs and preferences
12. how to work in partnership with individuals, key people and others
13. how to manage ethical conflicts and dilemmas in your work
14. how to challenge poor practice
15. how and when to seek support in situations beyond your experience and expertise

**Theory** 1. the nature and impact of **factors that may affect the health, wellbeing and development of individuals** you care for or support
2. theories underpinning our understanding of human development and factors that affect it

**Personal and professional development**1. principles of reflective practice and why it is important

**Communication**1. factors that can affect communication and language skills and their development in children, young people and adults
2. methods to promote effective communication and enable individuals to communicate their needs, views and preferences

**Health and Safety**1. your work setting policies and practices for monitoring and maintaining health, safety and security in the work environment
2. practices for the prevention and control of infection in the context of this standard

**Safe-guarding**1. the responsibility that everyone has to raise concerns about possible harm or abuse, poor or discriminatory practices
2. indicators of potential harm or abuse
3. how and when to report any concerns about abuse, poor or discriminatory practice, resources or operational difficulties
4. what to do if you have reported concerns but no action is taken to address them

**Handling information**1. legal requirements, policies and procedures for the security and confidentiality of information
2. legal and work setting requirements for recording information and producing reports
3. principles of confidentiality and when to pass on otherwise confidential information

Specific to this NOS1. how and where to access information and support that can inform your practice when relating to individuals
2. how you can access, review and evaluate information about relationships generally and for specific individuals
3. theories relevant to the individuals with whom you work about identity, self-esteem and self image and how these can be affected by relationships
4. the role relationships have in promoting individuals' well-being
5. social and psychological factors that can affect relationships
6. the ways in which relationships are formed, may change and can be ended and the effect this may have on individuals
7. types of relationships and behaviour in those relationships that can be beneficial and those that can be detrimental to individuals
8. situations when individuals, key people and others may be at risk from relationships and how to assess and deal with these
9. actions and conditions that might enhance and inhibit relationships with individuals and ways of resolving difficult relationship issues
10. the support you may need when dealing with those who have difficult relationships and how to access this
11. factors influencing roles, relationships and communication within families
12. the physical conditions and emotional factors which may have an effect on relationships
13. methods that are effective in forming, maintaining, withdrawing from and passing on relationships with individuals to others
14. effective ways of resolving relationship issues
15. issues you are likely to face in your relationships with individuals, families, carers, groups and communities
16. effective methods to support other staff who are having difficulties in relationships with individuals, key people and others
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**Additional Information**

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| 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**Issues in relationships** may include misunderstandings, disagreements, problems with communication, conflicting views and wishes. **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.**Risks** could include the possibility of danger, damage and destruction to the environment; injury and harm to people; self harm; bullying; abuse; reckless behaviour.Your **understanding** may include your understanding of relationships with individuals; your understanding of relationships between individuals, key people and others; your understanding of particular individuals  |

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| 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  |

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| 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 individualTo be treated equally and not be discriminated againstTo be respectedTo have privacyTo be treated in a dignified wayTo be protected from danger and harmTo be supported and cared for in a way that meets their needs, takes account of their choices and also protects themTo communicate using their preferred methods of communication and languageTo access information about themselves |

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| **Developed by** | Skills for Care & Development |
| **Version number** | 1 |
| Date approved | March 2012 |
| Indicative review date | August 2014 |
| Validity | Current |
| Status | Original |
| Originating organisation | Skills for Care & Development |
| Original URN |  HSC3110 |
| Relevant occupations | 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 |
| Suite | Health and Social Care  |
| Key words | support, colleagues, difficulties |