Unit 4222-220 Support individuals who are distressed (HSC 2012)

Level: **2**
Credit value: **3**
UAN: **L/601/8143**

Unit aim

This unit is aimed at those working in a wide range of settings.

It provides the learner with the knowledge and skills required to provide support to individuals through periods of distress.

Learning outcomes

There are **five** learning outcomes to this unit. The learner will:

1. Understand causes and effects of distress
2. Be able to prepare to support individuals who are experiencing distress
3. Be able to support individuals through periods of distress
4. Be able to support individuals to reduce distress
5. Be able to record and report on an individual's distress

Guided learning hours

It is recommended that **21** hours should be allocated for this unit, although patterns of delivery are likely to vary.

Details of the relationship between the unit and relevant national standards

This unit is linked to HSC 226.

Support of the unit by a sector or other appropriate body

This unit is endorsed by Skills for Care and Development.

Assessment

This unit must be assessed in accordance with Skills for Care and Development's QCF Assessment Principles.

Learning Outcomes 2, 3, 4 and 5 must be assessed in a real work environment.

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Assessment Criteria

Outcome 1 Understand causes and effects of distress

The learner can:

1. identify common **causes of distress**
2. describe signs that may indicate an **individual** is distressed
3. explain how distress may affect the way an individual communicates
4. explain how working with an individual who is distressed may impact on own well being.

Outcome 2 Be able to prepare to support individuals who are experiencing distress

The learner can:

1. access information and advice about supporting an individual through a time of distress
2. establish signs of distress that would indicate the need for specialist intervention
3. describe how to access specialist intervention
4. identify sources of support to manage own feelings when working with an individual who is distressed.

Outcome 3 Be able to support individuals through periods of distress

The learner can:

1. communicate empathy and reassurance in ways that respect the individual's dignity, culture and beliefs
2. demonstrate ways to alleviate immediate distress
3. adapt support in response to the individual's reactions
4. demonstrate how to involve others in supporting an individual who is distressed.

Outcome 4 Be able to support individuals to reduce distress

The learner can:

1. encourage the individual to express thoughts and feelings about troubling aspects of their life
2. work with the individual and **others** to identify triggers for distress
3. work with an individual and others to reduce triggers or alleviate causes of distress
4. encourage the individual to review their usual ways of coping with distress.

Outcome 5 Be able to record and report on an individual's distress

The learner can:

1. maintain records relating to the individual's distress and the support provided
2. report on periods of distress in line with agreed ways of working.

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Additional guidance

- **Causes of distress** may be:
  - Internal to the individual
  - Related to support needs
  - Related to support provision
  - Related to loss
  - Related to change.
- **Individual:** An individual is someone requiring care or support.
- **Others** may include:
  - Family
  - Friends
  - Advocates
  - Line manager
  - Other professionals
  - Others who are important to the individual's well-being.