

Unit 49: Support Individuals to Access and Use Services and Facilities

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| Level: | 3 |
| Unit type: | Optional |
| Credit value: | 4 |
| Guided learning hours: | 25 |

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 support individuals to select, use and review services and facilities.

Assessment requirements

This unit must be assessed in line with *Skills for Health Assessment Principles for Qualifications that Assess Occupational Competence* document. Detailed information can be found in *Annexe A* of the qualification specification.

Evidence for skills within learning outcomes 2-4 must come from real work activities.

| Learning outcomes The learner will: | Assessment criteria The learner can: |
|--|---|
| 1 Understand factors that influence individuals' access to services and facilities | 1.1 Identify services and facilities which individuals may need/wish to access |
| | 1.2 Describe how accessing a range of services and facilities can be beneficial to an individual's well being |
| | 1.3 Identify barriers that individuals may encounter in accessing services and facilities |
| | 1.4 Describe ways of overcoming barriers to accessing services and facilities |
| | 1.5 Explain why it is important to support individuals to challenge information about services that may present a barrier to participation |
| | 1.6 Explain how using digital skills and technology can support the access to service facilities |

| Learning outcomes The learner will: | Assessment criteria The learner can: |
|---|---|
| 2 Be able to support individuals to select services and facilities | 2.1 Agree with individuals and others their preferred options for accessing services and facilities |
| | 2.2 Work with individuals and others to select services or facilities that meet their assessed needs and preferences |
| 3 Be able to support individuals to access and use services and facilities | 3.1 Identify with individuals the resources, support and assistance required to access and use selected services and facilities |
| | 3.2 Carry out agreed responsibilities within scope of own role to enable individuals to access and use services and facilities |
| | 3.3 Explain how to ensure individuals' rights and preferences are promoted when accessing and using services and facilities |
| 4 Be able to support individuals to review their access to and use of services and facilities | 4.1 Work with individuals and others to evaluate whether services or facilities have met their assessed needs and preferences |
| | 4.2 Support individuals and others to provide feedback on their experiences of accessing and using services or facilities |
| | 4.3 Work with individual and others to evaluate the support provided for accessing and using services or facilities within scope of own role |
| | 4.4 Agree any changes needed to improve the experience and outcomes of accessing and using services or facilities for individuals , within scope of own role |

Additional information about the unit

Exemplification of terms used in assessment criteria:

Individuals refers to someone requiring care or support; it will usually mean the person or people supported by the learner.

Preferences: Preferences may be based on:

- Beliefs
- Values
- Culture
- Aspirations
- Wishes.

Others may include:

- Team members
- Line manager
- Other colleagues
- Those who use or commission their own health or social care services
- Families, carers and advocates
- Outside services and organisations
- Those with power of attorney
- Other professionals
- Others who are important to the individual's wellbeing.