

Overview

This standard outlines the requirements when you support individuals to carry out activities specified in their care or support plan. This includes carrying out your agreed role, providing feedback and contributing to revisions for the activities which you are responsible for.

Performance criteria

You must be able to:

1. identify and agree the roles and responsibilities of yourself and others to support individuals with care or support plan activities
2. establish consent and access information on individuals and care or support plan activities
3. work in partnership with individuals and others to confirm what outcomes the activities will aim to achieve in line with care or support plans
4. work in partnership to agree how activities will be carried out to support the preferences and needs of individuals
5. support individuals to identify and access information, resources or support they need for care or support plan activities
6. carry out care or support plan activities within your roles and responsibilities
7. encourage and support the independence of individuals with care or support plan activities
8. support individuals and others to feedback on how care or support plan activities meet their preferences, needs and agreed outcomes
9. work in partnership with individuals and others to contribute to any changes to the care or support plan activities
10. contribute to records and reports required for care or support plan activities
11. reflect on how you carried out your roles and responsibilities to support individuals with care or support plan activities, with feedback from others

Knowledge and understanding

You need to know and understand:

1. how to access and review information about individuals and care or support plan activities
2. how to access and follow risk assessments for care or support plan activities
3. how to encourage and support the independence of individuals with care or support plan activities
4. the influence of culture, background and spirituality on the care or support plan activities of individuals
5. types of information, resources and support that may assist individuals during care or support plan activities, and how to access them
6. the influence of neurodivergence and additional needs on the care or support plan activities of individuals
7. types of digital tools and devices that can support individuals with care or support plan activities
8. how to work in partnership with individuals and others to review and feedback on care or support plan activities
9. the importance of dignity, kindness and compassion when supporting individuals with their care or support plan activities
10. how to support emotional regulation during care or support plan activities
11. how changes to the preferences, conditions and circumstances of individuals can impact on care or support plan activities
12. how to apply trauma informed principles to support individuals with their care or support plan activities
13. the records and reports required for supporting individuals with care or support plan activities
14. the relevant legal requirements, standards of practice, frameworks and guidance for supporting individuals with care or support plan activities
15. the workplace requirements on equality, diversity, inclusion, and rights when supporting individuals with their care or support plan activities
16. how to work in partnership with others to support individuals with care or support plan activities
17. how to respond to issues and concerns that may occur during care or support plan activities
18. how your personal experiences and unconscious bias may impact when

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supporting individuals with care or support plan activities, and how to address this
19. the role of supervision, reflective practice and learning and development in
supporting individuals with care or support plan activities

Glossary

The glossary for this National Occupational Standard is available on the Skills for Care and Development website.

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