

Overview

This standard identifies requirements when you support those who have caring responsibilities. This includes working in partnership with them to identify and meet their own needs by accessing resources, services, and facilities. The standard also covers contributing to the feedback on resources, services and facilities.

Performance criteria

You must be able to:

1. identify and agree the roles and responsibilities of yourself and others to support those who have caring responsibilities
2. support those who have caring responsibilities and the individual to agree how you will contribute to partnership working
3. support those who have caring responsibilities to access information on resources, services, or facilities that will address their own needs
4. support those who have caring responsibilities to select resources, services or facilities to meet their preferences and needs
5. contribute to identifying and addressing gaps in provision, challenges or risks to individuals whilst those who have caring responsibilities use resources, services and facilities
6. support those who have caring responsibilities to access and use selected resources, services, and facilities
7. contribute to feedback on how resources, services, and facilities have met the needs of those who have caring responsibilities
8. support those who have caring responsibilities and individuals to identify and implement any changes required
9. contribute to records and reports required for supporting those who have caring responsibilities
10. reflect on how you carried out your role and responsibilities to support those who have caring responsibilities, with feedback from others

Knowledge and understanding

You need to know and understand:

1. how to support those who have caring responsibilities to take responsibility for their own wellbeing
2. the importance of leisure, play or activities on the wellbeing of those who have caring responsibilities
3. the right to be supported in the caring role
4. the impact caring for individuals can have on those with caring responsibilities
5. the importance of dignity, kindness and compassion in supporting those who have caring responsibilities
6. how to support the emotional regulation of those with caring responsibilities
7. the role those with caring responsibilities have in promoting the preference and needs of individuals
8. the influence of culture and background on partnership working to support individuals
9. how to support those who have caring responsibilities to access and review information about resources, services, and facilities to meet their needs
10. types of digital tools and devices that can support those who have caring responsibilities
11. the influence of neurodivergence and additional needs on those who have caring responsibilities
12. how changes to the preferences, conditions and circumstances of individuals and those with caring responsibilities can impact the support required
13. how to apply trauma informed principles to support those who have caring responsibilities
14. how power can be used and misused in relationships
15. the records and reports required for supporting those who have caring responsibilities
16. the relevant legal requirements, standards of practice, frameworks and guidance for supporting those who have caring responsibilities
17. the workplace requirements on equality, diversity, inclusion, and rights when supporting those who have caring responsibilities
18. how to work in partnership with others to support those who have caring responsibilities and individuals
19. how to respond to discrimination, actions, or inactions, that could impact on

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those who have caring responsibilities or individuals

20. how your personal experiences and unconscious bias may impact when supporting those who have caring responsibilities, and how to address this

21. the role of supervision, reflective practice and learning and development in supporting those who have caring responsibilities

Glossary

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

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