

## Overview

This standard identifies the requirements for supporting families in their own home. This begins with preparing for engagement with families and working in partnership to identify areas for support. The standard includes supporting the family to address challenges with a view to achieving, monitoring and evaluating agreed outcomes.

## Performance criteria

### *You must be able to:*

1. establish consent and access information on families and challenges they are facing
2. work in partnership with others to plan for your initial visit
3. communicate with families to prepare them for your visit, and agree the date and time of your visit to their home
4. confirm with the workplace the travel arrangements for your visit to the family home and contact details
5. visit families in accordance with agreed plans
6. identify and agree the roles and responsibilities of yourself and others to address challenges facing families
7. work in partnership with family members to discuss challenges they are facing and identify their preferences and needs
8. identify differences in perspectives among family members, promoting respect for everyone
9. support family members to access information on resources and options available to meet their preferences and needs
10. support families to review and identify preferences from the options available
11. encourage family members to identify any concerns from chosen options and how these will be addressed
12. work in partnership with families and others to agree outcomes of the work to address the challenges they are facing
13. empower family members to discuss what contribution and changes each will need to make to meet outcomes
14. support the independence of family members to participate in activities to meet outcomes
15. encourage families and others to evaluate how progress is being made towards outcomes
16. provide your feedback on the progress made and identify and address any changes required
17. complete records and reports required to work with families in their own home
18. reflect on how you carried out your roles and responsibilities to work with families in their own home

## Knowledge and understanding

### *You need to know and understand:*

1. how to access and review information when preparing to work with families to address challenges at home
2. how to establish plans for your initial visit and why this is important
3. your roles and responsibilities in relation to safeguarding and supporting families to address challenges at home
4. effective ways to manage conflict and challenging conversations
5. how to balance the preferences and needs of family members whilst maintaining confidentiality
6. factors that can cause challenges in families
7. the importance of effective communication in families and how to support this
8. different resources and options available to support families to address challenges at home
9. how to support families to develop skills, abilities and knowledge to protect, respect, care and bond with each other and why this is important
10. the different roles and responsibilities in families, and why some individuals require support with this
11. the importance of secure relationships on individual family members wellbeing
12. the influence of culture, background and spirituality on how challenges are addressed
13. the importance of dignity, kindness and compassion when supporting families to address challenges at home
14. the impact of disruption, including continuity of worker, on families
15. how to apply trauma informed principles to support families to address challenges at home
16. the impact of stress and how it can affect behaviour
17. how to support emotional regulation when addressing challenges at home
18. how neurodiversity and additional needs may require different resources and options to address family challenges at home
19. lone working practices for visiting families in their own home
20. how to carry out risk assessments when visiting families in their own home
21. how to use digital tools and devices to support working with families in their own home
22. observation techniques and the importance of holistic observation when visiting

families in their own home

23. the importance of gathering a range of evidence to inform your practice

24. the records and reports required for working with families in their own home

25. theories relevant to working with families in their own home

26. the relevant legal requirements, standards of practice, frameworks and guidance for working with families in their own home

27. the workplace requirements on equality, diversity, inclusion, and rights when working with families in their own home

28. how to work in partnership with others to work with families in their own home

29. how your personal experiences and unconscious bias may impact when working with families in their own home, and how to address this

30. the role of supervision, reflective practice and learning and development in working with families in their own home

## Glossary

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

HSCCLD371



Work with families in their own home

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