

# Unit 4222-405 Work with families, carers and individuals during times of crisis (HSC 3057)

**Level:** 4  
**Credit value:** 5  
**UAN:** F/601/9029

## Unit aim

This unit is aimed at health & social care workers working with individuals and their carers and families in times of crisis, to assess the urgency of requests for action, take and review the effectiveness of actions to meet needs and agree risk management strategies.

## Learning outcomes

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

1. Understand relevant legislation, policy and practice when working with individuals, carers and families in times of crisis
2. Be able to develop risk management strategies when working with individuals, carers and families in times of crisis
3. Be able to respond during times of crisis
4. Be able to review the outcomes of requests for action during times of crisis

## Guided learning hours

It is recommended that **35** 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 HSC392 (MH13).

## 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 and 4 must be assessed in a real work environment

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## **Assessment Criteria**

### **Outcome 1 Understand relevant legislation, policy and practice when working with individuals, carers and families in times of crisis**

The learner can:

1. describe current legislation relevant to risk assessment and risk management
2. describe legislation, policy and practice relating to the recording, storing and sharing of information by a service provider
3. explain the different types of support and intervention available to individuals, carers and families in times of crisis
4. explain the **factors** that influence the kinds of support offered.

### **Outcome 2 Be able to develop risk management strategies when working with individuals, carers and families in times of crisis**

The learner can:

1. assess the risk of crisis situations occurring
2. encourage the participation of individuals, carers and families during the agreement and review of a risk management strategy
3. provide opportunities for individuals, carers and families to contribute to the identification and agreement of a risk management strategy
4. formulate a risk management strategy using risk assessments
5. ensure that activities, roles and responsibilities within a risk management strategy are agreed, clarified and understood by all parties
6. complete documentation in line with **agreed ways of working**.

### **Outcome 3 Be able to respond during times of crisis**

The learner can:

1. evaluate the seriousness and urgency of a request for action
2. work with families, carers and individuals to agree the response to a crisis situation
3. record and communicate the agreed actions
4. implement agreed actions promptly in line with agreed ways of working.

### **Outcome 4 Be able to review the outcomes of requests for action during times of crisis**

The learner can:

1. explain how to conduct a valid, reliable and comprehensive review
2. review outcomes of actions taken and decisions made
3. analyse the results of the review to inform future risk management strategies and actions to be taken.

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### Additional guidance

- **Factors** include:
  - economic and social factors
  - any illnesses which the individual may have
  - risk assessment
  - restrictions which may apply under legislation.
- **Agreed ways of working** will include policies and procedures where these exist.