U21002 Help address the physical comfort needs of individuals

Unit Descriptor:

This unit describes the competence required to help address the physical comfort needs of individuals.

The unit describes the essential abilities of:

- Communicating effectively
- Ensuring the safe use of equipment
- Problem solving
- Operating within organisational procedures
- Meeting legal requirements

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<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
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<tbody>
<tr>
<td>1. Assist in minimizing individuals’ pain or discomfort</td>
<td>1.1 Encourage the individuals to express feelings of discomfort or pain and to use self-help methods of control in accordance with their plan of care.</td>
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<td>1.2 Observe and monitor individuals’ behaviour and conditions in accordance with their plan of care.</td>
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<td>1.3 Report anything that causes concern to your immediate manager.</td>
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<td>1.4 Follow instructions from the appropriate people, any information about relief from pain and discomfort that can and should be given to individuals and key people.</td>
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<td>1.5 Follow organisational procedures and agreements with appropriate people, when supporting individuals and key people to understand the ways pain and discomfort can be managed.</td>
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<td>1.6 Assist individuals to be positioned safely, comfortable and in accordance with their plan of care.</td>
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Help address the physical comfort needs of individuals

1.7 Follow agreed procedures and use agreed measures to alleviate the individual’s pain and discomfort.

1.8 Follow organisational procedures and immediately report and accurately record any requests from individuals for further measures to minimise their pain and discomfort.

1.9 Offer appropriate support to other people who may be disturbed by the individual’s pain and discomfort.

2. Assist in providing conditions to meet individuals’ need for rest and sleep

2.1 Support individuals to communicate the level and type of support they need to enable them to rest and sleep.

2.2 Assist individuals to prepare and find a position that is comfortable, assists rest and is consistent with their plan of care.

2.3 Assist individuals to take any agreed measures as part of their preparation for rest and sleep.

2.4 Monitor individuals, accurately reporting and recording causes for concern.

2.5 Movements, behaviour and tone of voice promote conditions suitable for rest and sleep.

2.6 Take appropriate action when the behaviour and movement of others within the environment does not promote rest and sleep.

2.7 Monitor and adjust the aspects of the care environment to promote rest and sleep.

2.8 Accurately report aspects of the environment which interfere with the individual’s rest and sleep.
RANGE STATEMENT

You must cover the items below:

Element 1: Assisting in minimizing individuals’ pain or discomfort

A. Appropriate people:

   (i) reporting to your line manager
   (ii) reporting to a specialist

B. Key people:

   (i) family
   (ii) friend
   (iii) carers
   (iv) others with whom the individual has a supportive relationship

C. Measures to alleviate the individual’s pain and discomfort:

   (i) repositioning
   (ii) adjustment to bedding, heating, lighting or noise
   (iii) requests for analgesia
   (iv) use of specialized mattresses
   (v) pressure reducing aids

D. Methods of minimizing individual discomfort:

   (i) massage
   (ii) yoga
   (iii) mediation
   (iv) pharmaceutical

Element 2: Assist in providing conditions to meet individuals’ need for rest and sleep

E. Communicate using:

   (i) the individual’s preferred spoken language
   (ii) the use of signs, symbols, pictures, writing, objects of reference, communication passports
   (iii) other non verbal forms of communication
   (iv) human and technological aids to communication
UNDERPINNING KNOWLEDGE AND SKILLS

Values

1. Legal and organisational requirements on equality, diversity, discrimination and rights when helping individuals with pain, discomfort, sleep and rest.

2. The effects that personal beliefs and preferences may have on the recognition of pain or discomfort and the tolerance of it.

3. The way that people’s culture, background, personal beliefs and preferences can affect their view of measures to alleviate pain and discomfort and the actions to take when these conflict.

4. How to provide active support and promote the individual’s rights, choices and well-being when supporting them through pain, discomfort, sleep and rest.

Legislation and organisational policy and procedures

5. Codes of practice and conduct; standards and guidance relevant to your own and the roles, responsibilities, accountability and duties of others when supporting individuals with their personal care needs.

6. Current local legislation and organisational requirements, procedures and practices for:
   - accessing records and information
   - recording, reporting, confidentiality and sharing information, including data protection
   - health, safety, assessing and managing risks associated with helping individuals with pain, discomfort, sleep and rest
   - the management of pain and discomfort
   - addressing the physical comfort needs of individuals.

7. Your role in providing restful conditions and the boundaries and limits of the actions which you may take.

Theory and practice

8. Actions to take when you observe any keys changes in the condition and circumstances of individuals with whom you work.

9. Normal rest patterns and why rest is important for general health and well-being.
10. The different body positions that are conducive to rest.

11. Why the individual should be encouraged to express feelings of discomfort and pain.

12. Why it may be necessary to offer support to others who are affected by the individual’s pain and discomfort.

13. Why information and requests from individuals for additional pain relief should be passed on immediately and the possible consequences of not doing this.

14. Why is it necessary for some individuals to maintain certain positions even though this may, in the short term, interfere with their rest.

15. How to assist individuals to maintain a comfortable position and what this may be for individuals with different needs.

16. The range of different methods of minimising individual discomfort and pain.
EVIDENCE GUIDE

(1) Critical Aspects of Evidence

- You must provide your assessor with evidence for ALL of the performance criteria, all of the knowledge and the parts of the scope that are relevant to your job role.

- The evidence must reflect the policies and procedures of the workplace and be linked to current legislation, values and the principles of best practice within the Health and Social Care Sector.

- All evidence must relate to your own work practice.

- It is important that you collect evidence from a number of sources; these must include direct observation by an assessor.

(2) Methods of Assessment

The following forms of evidence are required:

- **Direct observation:** your assessor must observe you in real work activities which provide a significant amount of the performance criteria for most of the elements in this unit, for example, how you check if an individual is in pain or discomfort and what you then do to ensure their comfort.

- **Personal statement/professional discussion:** you should describe your actions in a particular situation and explain why you did things, for example, what procedure you would follow to make sure an individual was turned in bed regularly, why this is important and what procedure you would follow to record your actions.

- **Questioning:** to assess your underpinning knowledge, your assessor will ask you questions about your work and about the policies and procedures you have learned as part of your job, either you or your assessor will need to record the questions and your answers.

Competence of performance and knowledge could also be demonstrated using a variety of evidence from the following:

- **Witness testimony:** this is a confirmation that, for example, you are aware of health and safety in your work practices, that you took the correct action when an individual was in pain or suffering discomfort. It could be written by your line manager, another assessor, a member of the care team you work with or an individual you are caring for.

- **Assignment/project:** you may have been on a course, for example, First Aid, moving and handling training, risk assessment training, and have completed some assessment at the end of the course. You can use this as evidence of knowledge.
• **Work products**: if you have written a report, for example, an entry in the individual’s care plan, or in an accident/incident book your assessor may be able to use this as evidence for your NVQ.

• **Performance evidence should be demonstrated on at least three (3) occasions.**

  NB: You need not put confidential records in your portfolio, they can remain where they are normally stored and be checked by your assessor and internal verifier. If they are included they must be anonymised.

(3) **Context of Assessment**

Simulation is NOT allowed for any part of this unit.