

**Introduction****What is this unit about?**

This unit is about visiting families in their homes to provide support for parents and families experiencing difficulties for a variety of reasons and needing extra help.

**Who is this unit for?**

This unit will be useful for you if you work without direct supervision, in a paid or unpaid capacity, and are required to offer support for families in their home as part of your role.

**Principles and values**

You must work within the principles and values of the sector in order to achieve this unit.

**Content of unit**

The elements are:

1. Establish, develop and maintain relationships with families
2. Provide support to families
3. Liaise with colleagues, professionals and agencies to support families

**Place in the NVQ/SVQ framework**

This unit is a group 2 option unit in the Level 3 NVQ/SVQ in Children's Care, Learning and Development.

**Links to Key and Core Skills**

This unit may provide evidence for the following:

<b>Key Skills</b>	<b>Core Skills</b>
Communication: 1.1 2.2, 2.3	Communication: Intermediate 1
Working with Others: 3.1, 3.2, 3.3	Working with Others: Intermediate 2
Problem Solving: 3.1, 3.2, 3.3	Problem Solving: Intermediate 2

**What we mean by some of the words used in this unit**

<b>Families</b>	Includes parents (mothers and fathers) and carers and extended and chosen families who contribute significantly to the well-being of individual children and who may or may not have legal responsibility
<b>Parents</b>	Those (mothers and fathers) who have formally and legally acknowledged parental responsibility for the continuous care and well-being of the child in question, whether biologically related or not

**The National Standard****Element CCLD 331.1      Establish, develop and maintain relationships with families****Performance criteria**

This is the national standard which you must meet:

1. Initiate relationships with families by communicating in a respectful and professional manner, using preferred names and titles
2. Make arrangements to visit families at a time that is convenient to them, as agreed with the service
3. Clearly recognise the rights of families and your responsibilities when in their home
4. Negotiate and agree with families what action to take to facilitate understanding when communication difficulties are experienced
5. Demonstrate a non-judgmental attitude that values diversity and recognises cultural, religious and ethnic differences
6. Communicate with families using an open and welcoming approach that is likely to promote trust
7. Discuss confidentiality issues with families in a way which ensures discretion whilst making boundaries, limits and responsibilities clear
8. Discreetly observe interaction between family members and note any issues that may affect your relationship with the family
9. Ensure colleagues are aware of the details and arrangements of the visit

**The National Standard****Element CCLD 331.2      Provide support for families****Performance criteria**

This is the national standard which you must meet:

1. Help families explore their difficulties, identify and express their needs
2. Demonstrate empathy and sensitivity when encouraging families to discuss their family lives
3. Help families explore options and agree the type and level of support they require
4. Clearly identify and agree roles and responsibilities with families
5. Discuss and agree plans for providing support with family members and agree individual goals
6. Help families to access information, and provide support that enhances self-confidence and independence
7. Encourage families to develop personal support networks
8. Provide positive encouragement and recognition of families' efforts
9. Adapt and amend plans and agreements in line with families' changing circumstances

**The National Standard****Element CCLD 331.3    Liaise with colleagues, professionals and agencies to support families****Performance criteria**

This is the national standard which you must meet:

1. Report progress with families to colleagues and managers regularly, in accordance with agreed policy and practice
2. Inform families and seek their agreement to share information, within the boundaries of confidentiality and without compromising the well-being of children
3. Ensure that information shared with others is accurate and recorded in line with organisational policy
4. Refer concerns about families to colleagues and other professionals, in line with organisational policy and practice
5. Contribute to professional support for families within the boundaries of your role and in agreement with all concerned
6. Contribute to decisions about the continuation or withdrawal of formal support

**What you must know and understand**

**To be competent in this unit, you must know and understand the following:**

<b>K3D648</b>	Ways in which children benefit through support for their parents and families
<b>K3D649</b>	How children who themselves act as carers might be identified and supported
<b>K3C650</b>	How to communicate with families in a professional and respectful manner and why this is important to the development of relationships
<b>K3C651</b>	The importance of effective communication and where possible and appropriate using people who speak the home language of the family
<b>K3C652</b>	Why it is important to arrange visits to suit families, what action to take if arrangements fail and the likely impact on the development of relationships
<b>K3M653</b>	Why it is important to be clear about roles and responsibilities, boundaries and confidentiality
<b>K3M351</b>	The legal and organisational responsibilities regarding confidentiality, limits and boundaries and why these are important
<b>K3P655</b>	The ethical issues relating to home visits, families' rights and your responsibilities in relation to this
<b>K3P656</b>	Why it is important to let colleagues know your visiting arrangements
<b>K3P657</b>	Understand the purpose of visiting individual families and the level and type of support they are likely to require
<b>K3D658</b>	How you can encourage families to discuss their problems and concerns with you
<b>K3D659</b>	Why it is important to plan and agree goals with families and how to approach this

<b>K3M660</b>	The type of information families may need to achieve their goals and likely sources of such information
<b>K3D661</b>	Ways in which you can provide motivation and encouragement to individual family members
<b>K3D662</b>	The importance of supporting families in ways that enhance their self confidence and how you would do this
<b>K3S663</b>	Issues which may give cause for concern when home visiting and mechanisms for reporting these
<b>K3M664</b>	Organisational and legal requirements of recording information
<b>K3M665</b>	Why it is important to share with families the information you pass on with regard to home visiting
<b>K3M666</b>	Roles and responsibilities of professionals and other agencies that may be involved in supporting families
<b>K3P569</b>	How to find out whether parents or other family members have a basic skills need in ways that are sensitive, how to work with them and signpost to sources of appropriate information