

Title	Describe and apply knowledge of conditions when supporting a person with complex needs in a health or wellbeing setting		
Level	4	Credits	5

Purpose	<p>This unit standard is targeted at people with significant experience of providing services in a health or wellbeing setting.</p> <p>People credited with this unit standard are able to: describe conditions when supporting a person with complex needs, and apply strategies and supports when supporting a person with complex needs.</p>
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Classification	Health, Disability, and Aged Support > Health and Disability Principles in Practice
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Available grade	Achieved
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Guidance information

- 1 Legislation and Code relevant to this unit standard include but are not limited to:
 - Health and Disability Commissioner (Code of Health and Disability Services Consumers’ Rights) Regulations 1996;
 - Health and Disability Services (Safety) Act 2001;
 - Health Practitioners Competence Assurance Act 2003;
 - Health and Safety at Work Act 2015;
 - Human Rights Act 1993;
 - Medicines Act 1981;
 - Privacy Act 1993.
 - all available at <http://www.legislation.govt.nz/>

- 2 New Zealand Standards relevant to this unit standard include:
 - NZS 8134.0:2008 *Health and disability services (general) Standard*;
 - NZS 8134.1:2008 *Health and disability services (core) Standards*;
 - NZS 8158:2012 *Home and Community Support Sector Standard*, available at <https://www.standards.co.nz/>

- 3 Definitions:
 - *Condition*: a state relating to a person’s health and functional status usually related to a specific illness, disease or disability.
 - *Health or wellbeing setting* includes but is not limited to: the aged care, acute care, community support, disability, mental health, rehabilitation, social services and youth development sectors.
 - *Health professional* refers to a person who is registered with an authority (which is appointed by or under the Health Practitioners Competence Assurance Act

2003) as a practitioner of a particular health profession to deliver health services in accordance with a defined scope of practice.

- *Organisational policies and procedures*: policies, procedures, and methodologies of an organisation. They include legislative and regulatory requirements which may apply across an organisation, a specific site, or a workplace. Requirements are documented in organisational health and safety plans, contract work programmes, quality assurance programmes, policies, and procedural documents such as job descriptors and employment contracts.
- *Person*: a person accessing services. Other terms used for the person may include client, consumer, customer, patient, individual, resident, service user, tūroro, tangata whai ora or tangata whai kaha.
- *Person-centred approach*: an approach which places the person being supported at the centre by encouraging participation and choice, and viewing them as an individual with unique qualities, abilities, interests, preferences and needs.
- *Personal plan*: a generic term that covers the individual or group plans (which may also be referred to by other names) that are developed for people receiving support (and may include their family and whānau as appropriate).

- 4 Candidates' practice must reflect appropriate values, processes, and protocols in relation to working with Māori and Pacific peoples and/or people from other cultures, in a range of settings and environments.

Outcomes and performance criteria

Outcome 1

Describe conditions when supporting a person with complex needs in a health or wellbeing setting.

Performance criteria

- 1.1 Signs and symptoms and/or progression of the condition are described in relation to a person's needs.

Range may include but is not limited to: changes in the condition and its implications, the effect on the person's quality of life, the effect on the person's complex needs; evidence is required of three conditions.

Outcome 2

Apply strategies when supporting a person with complex needs in a health or wellbeing setting.

- 2.1 Strategies and supports for a person with the condition and complex needs are identified and applied in accordance with a personal plan and organisational policies and procedures.

Range may include but is not limited to: risk management; planning, assessment and review; person-centred approach; medication management, challenging/reducing stigma and discrimination; communication;

evidence is required of four strategies and supports for each of two conditions.

Planned review date	31 December 2025
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Status information and last date for assessment for superseded versions

Process	Version	Date	Last Date for Assessment
Registration	1	18 June 2015	31 December 2022
Review	2	MM 2020	

Consent and Moderation Requirements (CMR) reference	0024
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This CMR can be accessed at <https://www.nzqa.govt.nz/framework/search/index.do>

Comments on this unit standard

Please contact Careerforce info@careerforce.org.nz if you wish to suggest changes to the content of this unit standard.