

Title	Support a person's wellbeing and quality of life in a health or wellbeing setting		
Level	2	Credits	3

Purpose	<p>This entry-level unit standard is for people providing services in a health or wellbeing setting.</p> <p>People credited with this unit standard are able to: describe factors that affect the quality of a person's lifestyle, and support a person to pursue interests and activities while recognising their freedom of choice and abilities, in a health or wellbeing setting.</p>
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Classification	Health, Disability, and Aged Support > Community Support Services
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Available grade	Achieved
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Guidance Information

- 1 Legislation and codes 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 (the Code of Rights); Health and Disability Services (Safety) Act 2001; Health and Safety at Work Act 2015; Human Rights Act 1993; Privacy Act 1993.
- 2 New Zealand Standards relevant to this unit standard include but are not limited to: NZS 8134.0:2008 *Health and disability services Standards – Health and disability services (general) Standard*; NZS 8134.1:2008 *Health and disability services Standards – Health and disability services (core) Standards*; NZS 8134.3:2008 *Health and disability services Standards – Health and disability services (infection prevention and control) Standards*; NZS 8158:2012 *Home and community support sector Standard*; available at <http://www.standards.co.nz/>.
- 3 In the context of this unit standard, *support* should aim to maintain, improve, or restore a person's independence and/or interdependence by utilising the person's existing strengths and appropriate resources; but may include providing assistance to enable a person's health and wellbeing needs to be met.

4 Definitions

Culture – includes but is not limited to cultures based upon: age, class, disability, ethnicity, gender, group affiliation, sexual orientation, cultures within Māori, Pākehā, Pacific Island, and Asian groupings; including identification with a culture through birth, adoption, or genealogy or whakapapa.

Health or wellbeing setting includes but is not limited to – the aged care, acute care, community support, disability, mental health, and social services sectors.

Holistic – a term used to describe a person-centred approach to assessment and service provision that promotes wellbeing and participation, and is based on recognising the person's total needs – physical, mental, emotional, and spiritual. A frequently used framework for a holistic Māori view of health is Te Whare Tapa Whā, which is based on four dimensions of health and wellbeing: taha wairua (spiritual health), taha tinana (physical health), taha hinengaro (emotional, psychological health) and taha whānau (family health). The Code of Rights defines 'optimise the quality of life' as taking 'a holistic view of the needs of the consumer in order to achieve the best possible outcome in the circumstances'.

Organisational policies and procedures – policies, procedures and methodologies of an organisation. They include legislative and regulatory requirements which may apply across a company, a specific site, or a workplace. Requirements are documented in the company's health and safety plans, contract work programmes, quality assurance programmes, policies and procedural documents.

Person – a person accessing services. Other terms used for the person may include client, consumer, customer, patient, individual, resident, service user, tūroro, or tangata whai ora.

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/whānau as appropriate).

Outcomes and performance criteria

Outcome 1

Describe factors that affect the quality of a person's lifestyle in a health or wellbeing setting.

Range factors may include but are not limited to – personal and/or financial circumstances, self-esteem, individual interests, health status, health care, community contacts and participation, family/whānau contacts, culture, friendship;
evidence is required of two factors.

Performance criteria

- 1.1 Factors that affect the person's ability to perform activities of daily living are described in terms of their wellbeing and quality of life.
- 1.2 The holistic needs of the person are described in terms of their wellbeing and quality of life.

Outcome 2

Support a person to pursue interests and activities while recognising their freedom of choice and abilities in a health or wellbeing setting.

Performance criteria

2.1 Interests and activities important to a person are identified in accordance with the personal plan.

2.2 Opportunities for participation in activities are investigated and promoted in terms of expressed individual interest, skill, and motivation, and the personal plan.

2.3 Values and attitudes are demonstrated that support the person to achieve or enhance their quality of lifestyle in accordance with the personal plan and organisational policies and procedures.

2.4 Factors that affect a person's wellbeing and quality of life are identified in accordance with the personal plan and organisational policies and procedures.

Range factors may include but are not limited to – memory loss, confusion, personal and/or financial circumstances, self-esteem, individual interests, health status, health care, community contacts and participation, family/whānau contacts, culture, friendships; evidence is required of four factors.

2.5 Interactions with the person are completed in a manner that fits the situation, occasion, and the relationship between the participants.

Range interactions include but are not limited to – verbal communication, non-verbal communication, listening.

Replacement information	This unit standard replaced unit standard 20829.
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Planned review date	31 December 2021
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Status information and last date for assessment for superseded versions

Process	Version	Date	Last Date for Assessment
Registration	1	19 March 2015	N/A
Rollover and Revision	2	26 September 2019	N/A

Consent and Moderation Requirements (CMR) reference	0024
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This CMR can be accessed at <http://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.