

# ASTH417

## Assess individual needs and preferences



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### Overview

For this unit, you will be expected to work with individuals and key people to assess the individuals' needs and preferences, monitor changes and evaluate the implications of changes on the individuals' support needs.

*Note- this has unit is the imported from Health and Social Care unit HSC414*

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### Performance criteria

*You must be able to:*

- P1 you access and review relevant information, records and assessments about the needs and preferences of individuals
- P2 you identify and access any extra support needed to enable individuals to be fully involved in, and to communicate their needs and preferences
- P3 you access and provide information for individuals and key people in a format and language that enables them to:
  - P3.1 assess their needs
  - P3.2 make informed decisions about their preferences for the care and support they will receive
  - P3.3 use the appropriate procedures to challenge any aspect of the care needs assessment
- P4 you identify and agree with individuals, key people and others within and outside your organisation, the services you and your organisation can deliver
- P5 you identify the issues that need to be included in the care needs assessment, ensuring that it provides for the active support of individuals and covers their short, medium and long term needs
- P6 you carry out individualised and comprehensive care needs assessments which actively involve individuals, key people and others
- P7 you highlight any areas of conflict, and agree, where possible, ways to resolve these
- P8 you use evidence based reporting and recording to document:
  - P8.1 your actions and decisions
  - P8.2 how the outcomes from the assessments were received and understood
  - P8.3 how conflicts and issues were resolved and/or whether they still remain unresolved
  - P8.4 the agreed outcomes from the individuals' care needs assessment for the individual in ways, and at a level that can be understood by all who need and have a right to access the records and reports, within confidentiality agreements and according to legal and organisational requirements
- P9 you establish procedures and systems to enable staff, individuals and key people to report changes to care needs, circumstances and preferences of
- P10 you ensure that staff are provided, in writing, with relevant care needs assessment information to support their work activities
- P11 you ensure that individuals and key people are provided with care needs assessment information in format and language which they can understand
- P12 you support individuals and key people to understand the care needs

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- assessment and the implications of this for the services your organisation will be providing
- P13 you ensure that staff, individuals and key people are aware of and understand how to provide feedback on any changes to the care needs and preferences of individuals
  - P14 you support staff, individuals and key people to identify, monitor, communicate and report any changes in the individuals' care needs
  - P15 you evaluate the implications and take appropriate action to deal with information about changes to individuals' care needs
  - P16 you collate and evaluate all the information received about changes in
  - P17 you discuss any changes to the care needs assessment with relevant staff within and outside your organisation, within confidentiality agreements and according to legal and organisational requirements
  - P18 you support individuals and key people to identify and communicate aspects of the original care needs assessment that should remain the same and those that should be changed
  - P19 you identify and agree with individuals, key people and staff within and outside your organisation how the care needs assessment should be revised
  - P20 where necessary, you carry out a re-assessment of the individual's care needs and preferences
  - P21 you revise and/or develop a new care needs assessment to meet the changing needs, circumstances and preferences of individuals and key people
  - P22 you use evidence based reporting and recording to document:
    - P22.1 the revised or re-assessed care needs that are the rationale for the changes
    - P22.2 how the revised/re-assessed needs were received and understood
    - P22.3 how conflicts and issues were resolved and/or whether they still remain unresolved in ways and at a level that can be understood by all who need and have a right to access the records and reports, within confidentiality agreements and according to legal and organisational requirements

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### Knowledge and understanding

*You need to know and understand:*

- K1 legal and organisational requirements on equality, diversity, discrimination, rights, confidentiality and sharing of information when assessing individual needs and preferences
- K2 the holistic person centred approach which enable you to work in ways that:
  - K2.1 place the individuals' preferences and best interests at the centre of everything you do
  - K2.2 provide active support for the individuals
  - K2.3 recognise the uniqueness of individuals and their circumstances
  - K2.4 empower individuals to take responsibility (as far as they are able and within any restrictions placed upon them), and make and communicate their own decisions about their lives, actions and risks when assessing individual needs and preferences
- K3 how to manage ethical dilemmas and conflicts for individuals, those who use services and staff/colleagues when assessing the individuals' needs and preferences
- K4 how to challenge, and to support individuals, key people and others to challenge information, documents, systems, structures, procedures and practices that are discriminatory when assessing individual needs and preferences
- K5 the ways that health and social care values may differ from those of the individuals and key people you are working with
- K6 how to form relationships that promote the individuals' rights, choices and well-being
- K7 codes of practice and conduct, and standards and guidance relevant to your setting and own and the roles, responsibilities, accountability and duties of others when assessing individual needs and preferences
- K8 current local, UK and European legislation and organisational requirements, procedures and practices for:
  - K8.1 data protection
  - K8.2 health and safety
  - K8.3 risk assessment and management
  - K8.4 employment practices
  - K8.5 protecting individuals from danger, harm and abuse
  - K8.6 making and dealing with complaints and whistle blowing
  - K8.7 multi-disciplinary and multi-agency working
  - K8.8 working in integrated ways to promote the individual's well-being
  - K8.9 care needs assessment and review
- K9 key government initiatives which affect the assessment of individual needs and circumstances
- K10 how to access, evaluate and influence organisational and workplace

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- policies, procedures and systems for assessing individual needs and preferences
- K11 how to access and record information, decisions and judgements when assessing individual needs and preferences, electronically and manually
- K12 how different philosophies, principles, priorities and codes of practice can affect inter-agency and partnership working when assessing individual needs and preferences
- K13 the resources available within and outside your organisation to provide health and care services that are flexible and person-centred
- K14 policies, procedures, guidance and protocols with the other organisations and professions with whom you work
- K15 how and where to access literature, information and support to inform your practice when assessing and reviewing individual needs and preferences
- K16 an up-to-date knowledge of:
  - K16.1 literature related to best practice in care needs assessment and review
  - K16.2 government reports, inquiries and research relevant to care needs assessment and review
  - K16.3 government reports, inquiries and research into serious failures to protect individuals, families, carers and other key people
- K17 theories of:
  - K17.1 facilitating empowerment and participation of individuals and key people in care needs assessment and review
  - K17.2 the role of family and social support networks in meeting individuals' need
  - K17.3 how social and economic circumstances may impact on individuals' social care, well-being and life chances
  - K17.4 human resource management in relation to care needs assessment and review
  - K17.5 human growth and development
  - K17.6 managing loss and change
  - K17.7 how stress can affect behaviour
  - K17.8 how power and influence can be used and abused when carrying out care needs assessments
  - K17.9 multi-disciplinary and multi-organisational working
- K18 the physical, emotional and health conditions of the individuals for whom you are carrying out the assessment and how to use this information to make informed decisions for care needs assessment and reviews
- K19 how to analyse, balance and interpret:
  - K19.1 individual needs and preferences
  - K19.2 views of key people
  - K19.3 evidence, knowledge and practice based information
  - K19.4 knowledge of individuals' conditions to enable you to assess individuals' needs and preferences, fairly and ethically

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- K20 methods of supporting individuals and key people to:
  - K20.1 express their wishes, needs and preferences
  - K20.2 understand and take responsibility for promoting their own health and well-being
  - K20.3 identify how their care needs should be met
  - K20.4 assess manage risks to their health and well-being
- K21 methods of:
  - K21.1 assessment and review
  - K21.2 observing and assessing individual needs, circumstances and preferences
  - K21.3 identifying, agreeing and monitoring outcomes
  - K21.4 communicating in ways that facilitate the empowerment and participation of individuals
  - K21.5 providing accurate and accessible feedback on assessments
  - K21.6 identifying managing and working with risk
- K22 the use of evidence, fact and knowledge based opinion in records and reports and why it is important to differentiate between these and make clear the source of evidence

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**Suite** Housing

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