

## SCDHSC0025

# Contribute to implementation of care or support plan activities



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### Overview

This standard outlines the requirements when you work with individuals to carry out activities specified in their care or support plan. This includes carrying out your agreed role, providing feedback and contributing to revisions in the activities for which you are responsible.

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### Performance criteria

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#### Carry out specific activities within a care or support plan

*You must be able to:*

- P1 access information, records, any risk assessments and advice about specific activities for which you are responsible within an **individual's care or support plan**
- P2 access additional information about the individual to ensure your work will be person centred
- P3 support the individual to **communicate** to you the way they prefer you to carry out the activities for which you are responsible
- P4 confirm with the individual and other relevant people your understanding of the activities, your role in carrying them out and what outcomes they will help to achieve
- P5 carry out the activities, following instructions carefully
- P6 support the individual's active participation in the activities
- P7 observe the individual when carrying out the activities

#### Provide feedback on care or support plan activities

*You must be able to:*

- P8 support the individual and **key people** to identify any changes in the individual's preferences and needs that might affect how you work with them
- P9 observe any changes with the individual that may indicate changes to your work and the work of **others**
- P10 support the individual to feed back on how well the activities you carry out meet their preferences and help to achieve planned outcomes
- P11 support the individual to identify anything that could be improved
- P12 use the feedback and your own observations to evaluate how well the activities meet the individual's preferences and help to achieve planned outcomes
- P13 complete records and reports in accordance with work setting requirements on any differences between the way the individual prefers you to carry out your activities and the way that is specified in the care or support plan
- P14 complete records and reports in accordance with work setting requirements on any changes you observe in the individual and any discomfort you observe in them when you carry out activities

#### Contribute to revisions of care or support plan activities

*You must be able to:*

- P15 clarify your role and responsibilities in making revisions to care or

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support plan activities for which you are responsible

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- P16 report on how well the activities for which you are responsible meet the individual's preferences and help to achieve planned outcomes
- P17 contribute to discussions about where the activities are effective and where and how they could be improved
- P18 where your ideas and findings conflict with those of other people, explain the reasons for your conclusions, listen to the reasons for the conclusions of others and contribute to agreeing the best way forward
- P19 seek additional support where agreement cannot be reached
- P20 identify with the individual, key people and others what improvements can be made in carrying out the activities for which you are responsible
- P21 ensure that you fully understand any changes in the activities for which you are responsible
- P22 confirm that the individual is aware of the changes before you begin to carry them out

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### Knowledge and understanding

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*You need to know and understand:*

#### Rights

- K1 Work setting requirements on equality, diversity, discrimination and human **rights**
- K2 Your role supporting rights, choices, wellbeing and active participation
- K3 your duty to report anything you notice people do, or anything they fail to do, that could obstruct individuals' rights
- K4 the actions to take if you have concerns about discrimination
- K5 the rights that individuals have to make complaints and be supported to do so

#### How you carry out your work

*You need to know and understand:*

- K6 codes of practice, standards, frameworks and guidance relevant to your work and the content of this standard
- K7 the main items of legislation that relate to the content of this standard within your work role
- K8 your own background, experiences and beliefs that may affect the way you work
- K9 your own roles and responsibilities with their limits and boundaries
- K10 who you must report to at work
- K11 the roles and responsibilities of other people with whom you work
- K12 how to find out about procedures and agreed ways of working in your work setting
- K13 how to make sure you follow procedures and agreed ways of working
- K14 the meaning of person centred/child centred working and the importance of knowing and respecting each as an individual
- K15 the prime importance of the interests and well-being of individuals
- K16 the individual's cultural and language context
- K17 how to work in ways that build trust with people
- K18 how to work in ways that support the active participation of individuals in their own care and support
- K19 how to work in ways that respect individuals' dignity, personal beliefs and preferences
- K20 how to work in partnership with people
- K21 what you should do when there are conflicts and dilemmas in your work
- K22 how and when you should seek support in situations beyond your experience and expertise

#### Theory for practice

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*You need to know and understand:*

- K23 the **factors that may affect the health, wellbeing and development** of individuals you care for or support
- K24 how these affect individuals and how they may affect different individuals differently
- K25 the main stages of human development

### Communication

*You need to know and understand:*

- K26 factors that can have a positive or negative effect on the way people communicate
- K27 different methods of communicating

### Personal and professional development

*You need to know and understand:*

- K28 why it is important to reflect on how you do your work
- K29 how to use your reflections to improve the way you work

### Health and Safety

*You need to know and understand:*

- K30 your work setting policies and practices for health, safety and security
- K31 practices that help to prevent and control infection in the context of this standard

### Safe-guarding

*You need to know and understand:*

- K32 the duty that everyone has to raise concerns about possible harm or abuse, poor or discriminatory practices
- K33 signs and symptoms of harm or abuse
- K34 how and when to report any concerns about abuse, poor or discriminatory practice, resources or operational difficulties
- K35 what to do if you have reported concerns but no action is taken to address them

### Handling information

*You need to know and understand:*

- K36 legal requirements, policies and procedures for the security and confidentiality of information
- K37 work setting requirements for recording information and producing reports including the use of electronic communication
- K38 what confidentiality means
- K39 how to maintain confidentiality in your work
- K40 when and how to pass on information

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#### Specific to this NOS

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*You need to know and understand:*

- K41 how to respond to the preferences of individuals if they are in conflict with the specific support plan activities for which you are responsible
- K42 methods of undertaking the specific support plan activities for which you are responsible
- K43 methods of observing, evaluating, recording and reporting individuals' needs and conditions in relation to the specific support plan activities for which you are responsible
- K44 methods of contributing to team work activities in relation to the specific support plan activities for which you are responsible

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### Additional Information

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#### Scope/range related to performance criteria

The details in this field are explanatory statements of scope and / or examples of possible contexts in which the NOS may apply: they are not to be regarded as range statements required for achievement of the NOS

Note: Where an individual finds it difficult or impossible to express their own preferences and make decisions about their life, achievement of this standard may require the involvement of advocates or others who are able to represent the views and best interests of the individual.

Where there are language differences within the work setting, achievement of this standard may require the involvement of interpreters or translation services.

**Active participation** is a way of working that regards individuals as active partners in their own care or support rather than passive recipients. Active participation recognises each individual's right to participate in the activities and relationships of everyday life as independently as possible

A **care or support plan** is a formal plan that must be developed and agreed with the individual and/or those who are able to represent the individual's best interests. It addresses the holistic needs of the individual and contains information on all aspects of that person's care requirements. The care or support plan must underpin the individual's care and support within any health or social care setting

To **communicate** may include using the individual's preferred spoken language, the use of signs, the use of symbols or pictures, writing, objects of reference, communication passports, other non verbal forms of communication, human and technological aids to communication

The **individual** is the person you support or care for in your work

**Key people** are those who are important to an individual and who can make a difference to his or her well-being. Key people may include family, friends, carers and others with whom the individual has a supportive relationship.

**Others** are your colleagues and other professionals whose work contributes to the individual's well-being and who enable you to carry out your role

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### Contribute to implementation of care or support plan activities

#### Scope/range related to knowledge and understanding

The details in this field are explanatory statements of scope and / or examples of possible contexts in which the NOS may apply; they are not to be regarded as range statements required for achievement of the NOS

**All knowledge statements must be applied in the context of this standard.**

**Factors that may affect the health, wellbeing and development of individuals** may include adverse circumstances or trauma before or during birth; autistic spectrum conditions; dementia; family circumstances; frailty; harm or abuse; injury; learning disability; medical conditions (chronic or acute); mental health; physical disability; physical ill health; poverty; profound or complex needs; sensory needs; social deprivation; substance misuse



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#### Values

Adherence to codes of practice or conduct where applicable to your role and the principles and values that underpin your work setting, including the rights of children, young people and adults. These include the rights:

To be treated as an individual

To be treated equally and not be discriminated against

To be respected

To have privacy

To be treated in a dignified way

To be protected from danger and harm

To be supported and supported for in a way that meets their needs, takes account of their choices and also protects them

To communicate using their preferred methods of communication and language

To access information about themselves

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