

SCDHSC0329

Support individuals to plan, monitor and review the delivery of services



Overview

This standard identifies the requirement when you support individuals to take an active role in the planning and review of services to achieve outcomes and objectives. This includes supporting individuals to participate in planning the services, to be involved in monitoring activities and to contribute to reviewing service delivery.

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Performance criteria

Support individuals to plan the delivery of services

You must be able to:

- P1 support the **individual** to provide and evaluate **information** that contributes to identifying current need for service provision and planning future developments
- P2 work with the individual to identify the outcomes and objectives that services need to achieve
- P3 contribute to consultations with the individual and **key people** and service providers on the strengths and weaknesses of current service options
- P4 identify any conflicts of opinion and interest in the discussion
- P5 contribute to discussions with the individual and **others** about methods of achieving the objectives and planned outcomes of service delivery
- P6 provide accurate **resource information** to assist in the planning and costing of the services
- P7 contribute to developing a plan for services to meet outcomes and objectives
- P8 contribute to identifying, with the individual and others, the positive aspects, **risks** and shortfalls in services within the agreed plan

Support individuals to monitor the delivery of services

You must be able to:

- P9 support the individual in agreeing methods to be used to monitor the service
- P10 contribute to ensuring that all involved understand their roles and responsibilities in monitoring delivery
- P11 collect monitoring information within confidentiality agreements and according to legal, statutory and work setting requirements
- P12 support the individual and key people in monitoring the service delivery
- P13 support the individual to provide feedback on the service and the outcomes achieved
- P14 contribute to the collation of monitoring information
- P15 complete records and reports about the outcomes from the monitoring activities, in accordance with legal and work setting requirements

Support individuals to review the delivery of services

You must be able to:

- P16 support the individual in planning the **review process**
- P17 work with the individual, key people and others to evaluate information, including monitoring information, about how well the services provided are achieving the planned outcomes

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- P18 support the individual and all involved to identify the strengths of the services provided
- P19 support the individual and all involved to identify service deficiencies, unmet needs and changes needed in the light of the review
- P20 contribute to agreeing any adjustments that are required with the individual, key people and others
- P21 contribute to agreeing with the individual, key people and others how and when changes will be implemented
- P22 contribute to agreeing with the individual, key people and others who will be responsible and accountable for the implementation
- P23 inform all concerned with the implementation about the changes and the timescales for these, according to your role and responsibilities
- P24 report the results of the review according to your role and responsibilities
- P25 complete records and reports about the review and its results in accordance with legal and work setting requirements
- P26 distribute the results of the review according to your role, within confidentiality agreements and according to legal and work setting requirements

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Knowledge and understanding

You need to know and understand:

Rights

- K1 legal and work setting requirements on equality, diversity, discrimination and rights
- K2 your role in promoting individuals' rights, choices, wellbeing and active participation
- K3 your duty to report any acts or omissions that could infringe the rights of individuals
- K4 how to deal with and challenge discrimination
- K5 the rights that individuals have to make complaints and be supported to do so

You need to know and understand:

Your practice

- K6 legislation, statutory codes, standards, frameworks and guidance relevant to your work, your work setting and the content of this standard
- K7 your own background, experiences and beliefs that may have an impact on your practice
- K8 your own roles, responsibilities and accountabilities with their limits and boundaries
- K9 the roles, responsibilities and accountabilities of others with whom you work
- K10 how to access and work to procedures and agreed ways of working
- K11 the meaning of person-centred/child centred working and the importance of knowing and respecting each person as an individual
- K12 the prime importance of the interests and well-being of the individual
- K13 the individual's cultural and language context
- K14 how to build trust and rapport in a relationship
- K15 how your power and influence as a worker can impact on relationships
- K16 how to work in ways that promote active participation and maintain individuals' dignity, respect, personal beliefs and preferences
- K17 how to work in partnership with individuals, key people and others
- K18 how to manage ethical conflicts and dilemmas in your work
- K19 how to challenge poor practice
- K20 how and when to seek support in situations beyond your experience and expertise

Theory for practice

You need to know and

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understand:

- K21 the nature and impact of **factors that may affect the health, wellbeing and development of individuals** you care for or support
- K22 theories underpinning our understanding of human development and factors that affect it

You need to know and understand:

Personal and professional development

- K23 principles of reflective practice and why it is important

You need to know and understand:

Communication

- K24 factors that can affect communication and language skills and their development in children, young people and adults
- K25 methods to promote effective communication and enable individuals to communicate their needs, views and preferences

You need to know and understand:

Health and Safety

- K26 your work setting policies and practices for monitoring and maintaining health, safety and security in the work environment
- K27 practices for the prevention and control of infection in the context of this standard

You need to know and understand:

Safe-guarding

- K28 the responsibility that everyone has to raise concerns about possible harm or abuse, poor or discriminatory practices
- K29 indicators of potential harm or abuse
- K30 how and when to report any concerns about abuse, poor or discriminatory practice, resources or operational difficulties
- K31 what to do if you have reported concerns but no action is taken to address them

You need to know and understand:

Handling information

- K32 legal requirements, policies and procedures for the security and confidentiality of information
- K33 legal and work setting requirements for recording information and producing reports
- K34 principles of confidentiality and when to pass on otherwise confidential information

You need to know and

Specific to this NOS

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understand:

- K35 the role of relationships and support networks in promoting the well-being of the individuals with whom you work
- K36 methods of supporting the individual to express their needs and preferences, to understand and take responsibility for promoting their own health and care
- K37 methods of supporting the individual to identify how their care needs should be met and to assess and manage risks to their health and well-being
- K38 the procedures for reporting shortfalls in available resources to the appropriate authority
- K39 the importance of person-centred approaches to planning and how these differ from service-led planning
- K40 factors which will influence the availability and relevance of planning options and the timescales for different options
- K41 reasons for changing resources and the effect these may have on the individual
- K42 how to contribute to planning, monitoring and reviewing services and service delivery
- K43 methods of monitoring and evaluating services and their implication for practice

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Additional Information

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.

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

Information could be verbal, written or electronic and needs to be in a format that is accessible to the individual and should be provided within confidentiality agreements and according to legal and work setting requirements

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

Resources could be financial, physical (including materials and equipment) or human resources. It could also refer in this instance to your own skills and time, the skills and time of another worker in or beyond your own work setting; services or support available in or outside of your own work setting and/or support from within the individual's own network

The **review process** includes who needs to be involved in the review, its purpose and how and when it will be carried out. It also includes agreeing the contribution, the differing perspectives and the responsibilities of those involved in the review

A **risk** takes account of the likelihood of a hazard occurring and may include the possibility of danger, damage and destruction to the environment and goods; the possibility of injury and harm to people

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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

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 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 cared 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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