

SCDHSC0413

Manage requests for health, social or other care services



Overview

This standard identifies the requirements when you manage requests for health, social or other care services provided by your organisation. This includes promoting the services offered by your organisation; evaluating your organisation's capacity to provide specific services for individuals; and processing successful and unsuccessful requests for health, social or other care services.

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Performance criteria

Promote the health, social or other care services offered by your organisation

You must be able to:

- P1 ensure that you have sufficient and appropriate information to enable people to understand and make decisions about the appropriateness of the health, social or other care **services** your organisation can provide to **individuals**
- P2 ensure that information you provide is up to date and meets legal, organisational and any service requirements
- P3 ensure that information you provide is in available in formats, languages and media that individuals and **key people** can understand
- P4 ensure that information you provide is held in places that are regularly accessed by individuals and key people
- P5 maintain contact with people from other organisations, including those who might wish to purchase your services, to keep them up to date with the services your organisation can offer
- P6 arrange appointments and visits for people who wish to decide about the appropriateness of the services your organisation provides
- P7 work in ways that promote **active participation** to enable individuals and key people to identify the specific services they require and to understand how and how far your organisation could meet those requirements
- P8 take opportunities to promote to appropriate audiences the quality of the service your organisation provides
- P9 be proactive in creating appropriate new opportunities to promote the quality of the service your organisation provides

Evaluate your organisation's capacity to provide health, social or other care services for individuals

You must be able to:

- P10 clarify the urgency of requests received for health, social or other care services
- P11 schedule evaluations according to needs and any **risks** that might be caused by delays
- P12 where initial information is insufficient, request further details about the services required to enable you to evaluate your organisation's capacity to provide the services
- P13 support individuals, key people and **others** to understand the processes involved in evaluating whether your organisation is able and willing to meet individuals' health, social or other care needs

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- P14 support individuals, key people and others to understand your own role and the role of others in evaluating whether your organisation is able and willing to meet individuals' health, social or other care needs
- P15 support individuals, key people and others to understand how and when the outcomes of the evaluation will be communicated to them
- P16 evaluate requests to establish whether your organisation is able to provide the services requested, taking account of whether you have appropriate **resources** to meet the needs of the individual
- P17 immediately inform those requesting a service if your organisation is unable to provide the service requested
- P18 support individuals, key people and others to understand any options or alternative services that are available
- P19 deal with all information according to confidentiality agreements
- P20 record the details of the evaluation and its outcomes, including the rationale for your decisions and actions, within confidentiality agreements and according to legal and work setting requirements
- P21 ensure records and reports are clear, accurate, concise and available in ways and at a level that can be understood by all who have a right to access them
- P22 confirm the outcomes of the evaluation with appropriate people and according to legal and work setting requirements

Process unsuccessful requests for health, social or other care services

You must be able to:

- P23 immediately inform those requesting a service if your organisation is unable to provide the service requested
- P24 support individuals, key people and others to understand any options or alternative services that are available

Process successful requests for health, social or other care services

You must be able to:

- P25 inform the individual, key people and others that your organisation is able to provide the service they require
- P26 work in ways that promote active participation to clarify with the individual, key people and others the outcomes they seek from the service and how the service will be personalised to the individual
- P27 negotiate agreement on timescales for delivery of the service, how it will be resourced and any specialist input that will be required
- P28 negotiate agreement on how risks will be managed and problems addressed
- P29 establish with the individual and key people how they can provide feedback on the quality of the service and how it will be monitored, evaluated and quality assured
- P30 provide accurate answers and reassurances to address any

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- questions and concerns that are expressed
- P31 seek resolution to any areas of conflict or disagreement
- P32 support individuals and key people to understand your role and the roles of others in delivering and evaluating the health, social or other care services for individuals
- P33 ensure that you, individuals, key people and others from within and outside your organisation have completed necessary paperwork correctly
- P34 ensure that copies of documents needed to support the delivery of the service are made available in accessible formats to all who are required to have them

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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
- K6 conflicts and dilemmas that may arise in relation to rights and how to address them

Your practice

You need to know and understand:

- K7 legislation, statutory codes, standards, frameworks and guidance relevant to your work, your work setting and the content of this standard
- K8 your own background, experiences and beliefs that may have an impact on your practice
- K9 your own roles, responsibilities and accountabilities with their limits and boundaries
- K10 the roles, responsibilities and accountabilities of others with whom you work
- K11 how to access and work to procedures and agreed ways of working
- K12 the meaning of person-centred/child centred working and the importance of knowing and respecting each person as an individual
- K13 the prime importance of the interests and well-being of the individual
- K14 the individual's cultural and language context
- K15 how to build trust and rapport in a relationship
- 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

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	Theory	
<i>You need to know and understand:</i>	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
	Personal and professional development	
<i>You need to know and understand:</i>	K23	principles of reflective practice and why it is important
	K24	your role in developing the professional knowledge and practice of others
	K25	how to promote evidence based practice
	Communication	
<i>You need to know and understand:</i>	K26	factors that can affect communication and language skills and their development in children, young people adults
	K27	methods to promote effective communication and enable individuals to communicate their needs, views and preferences
	Health and Safety	
<i>You need to know and understand:</i>	K28	legal and statutory requirements for health and safety
	K29	your work setting policies and practices for monitoring and maintaining health, safety and security in the work environment
	K30	practices for the prevention and control of infection
	Safe-guarding	
<i>You need to know and understand:</i>	K31	legislation and national policy relating to the safe-guarding and protection of children, young people and adults
	K32	the responsibility that everyone has to raise concerns about possible harm or abuse, poor or discriminatory practices
	K33	indicators of potential 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
	K36	local systems and multi-disciplinary procedures that relate to safeguarding and protection from harm or abuse

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You need to know and understand:

Multi-disciplinary working

- K37 the purpose of working with other professionals and agencies
- K38 the remit and responsibilities of other professionals and agencies involved in multi-disciplinary work

You need to know and understand:

Handling information

- K39 legal requirements, policies and procedures for the security and confidentiality of information
- K40 legal and work setting requirements for recording information and producing reports
- K41 principles of confidentiality and when to pass on otherwise confidential information
- K42 how to record written information with accuracy, clarity, relevance and an appropriate level of detail
- K43 how and where ICT can and should be used for communicating, recording and reporting

You need to know and understand:

Leading practice

- K44 standards of practice, service standards and guidance relating to the work setting
- K45 national and local initiatives to promote the well-being of individuals
- K46 lessons learned from government reports, research and inquiries into serious failures of health or social care practice and from successful interventions
- K47 methods of supporting others to work with and support individuals, key people and others
- K48 how to contribute to the development of systems, practices, policies and procedures
- K49 techniques for problem solving and innovative thinking

You need to know and understand:

Risk management

- K50 principles of risk assessment and risk management
- K51 principles of positive risk-taking

You need to know and understand:

Specific to this NOS

- K52 the resources available within and outside your organisation to provide health, social or other care services that are flexible and person-centred

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- K53 how and where to access literature, information and support to inform your practice for promoting your organisation and managing requests for services
- K54 methods of promoting your organisation and the services and facilities it offers
- K55 why it is important to inform people and organisations immediately their request has been rejected
- K56 factors that you need to take account of when accepting and rejecting people's requests for services
- K57 the stages, procedures, paperwork and people involved in processing requests for health, social or other care services, for requests that have been rejected and those that have been accepted

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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.

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.

The **individual** is the adult, child or young 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

Resources are the human, physical and financial resources available to meet the health, social or care needs of individuals and may include your own skills and time; time and skills of other workers; services or support available in or outside of your own organisation; support from within the individual's own network or finances; goods and services

Risks may include the possibility of danger, damage and destruction to the environment and goods; injury and harm to people; self-harm; bullying; abuse; reckless behaviour

Services may include services provided to an individual's home (e.g. meals on wheels, services to meet personal care needs; therapeutic services); services provided to enable individuals to meet their social care needs (e.g. transport); amenities outside the individual's place of residence (e.g. day care provision; support groups)

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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, 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 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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Developed by Skills for Care & Development

Version number 1

Date approved March 2012

Indicative review date August 2014

Validity Current

Status Original

Originating organisation Skills for Care & Development

Original URN HSC413

Relevant occupations Health, Public Services and Care; Health and Social Care; Associate Professionals and Technical Occupations; Health and Social Services Officers; Health Associate Professionals; Personal Service Occupations; Healthcare and Related Personal Services

Suite Health and Social Care

Key words Health; social; care, delivery; services
