

## SCDLMCB3

Lead and manage the provision of care services that deals effectively with transitions and significant life events



---

### Overview

This standard identifies the requirements associated with leading and managing the provision of care services that deals effectively with transitions and significant life events.

## SCDLMCB3

Lead and manage the provision of care services that deals effectively with transitions and significant life events

---

### Performance criteria

#### Manage the implementation of systems, procedures and practice that support individuals through transitions and significant life events

*You must be able to:*

- P1 implement systems, procedures and practice that support **individuals** through **transitions** and **significant life events** in the context of legislative, regulatory and organisational requirements
- P2 ensure that any necessary arrangements are in place for financial or legal requirements to support individuals through transitions or significant life events
- P3 ensure that there are sufficient resources available to support individuals through transitions and significant life events
- P4 ensure that the physical environment and routines are adapted in response to the changing needs of individuals
- P5 ensure that workers have access to **development opportunities** that support them to develop the knowledge, skills and understanding needed to identify and respond to the changing needs of individuals
- P6 ensure that workers are able to access **additional support** when supporting individuals through transitions and significant life events
- P7 ensure that workers monitor the emotional impact and stress on individuals going through transitions and significant life events
- P8 take steps to address any issues that arise from transitions and significant life events

#### Lead and manage service provision that supports individuals to deal effectively with transitions and significant life events

*You must be able to:*

- P9 ensure that individuals, **key people** and **others** are aware of the impact of transitions and significant life events on individuals **well being**
- P10 lead practice that supports individuals, key people, workers and others to identify potential transitions and significant life events
- P11 lead practice that supports individuals, key people and others to evaluate the impact of potential transitions and significant life events
- P12 lead practice that supports individuals to maximise their decision making in relation to transitions and significant life events
- P13 lead practice that supports individuals to identify barriers to successful transitions
- P14 support workers to engage with individuals to identify positive outcomes for transitions and significant life events

## SCDLMCB3

### Lead and manage the provision of care services that deals effectively with transitions and significant life events

---

- P15 ensure that individuals are supported to identify how they want to deal with transitions and significant life events
- P16 lead practice that supports individuals to identify their own strengths and abilities
- P17 support workers to use risk management plans to assist individuals through transitions and significant life events
- P18 ensure that agreed interventions are set in place to support individuals to make positive transitions
- P19 provide workers with additional support to prepare individuals for and assist them through transitions and significant life events
- P20 ensure that key people are supported to deal with the transitions and significant life events of individuals
- P21 ensure that key people and others are able to respond appropriately to the changing needs of individuals preparing for and going through transitions and significant life events
- P22 ensure that workers observe and take notice of the **behaviour** of individuals to identify any **changes to their well being**
- P23 ensure that accurate and up to date records and reports on the support of individuals through transitions and significant life events are maintained and monitored
- P24 ensure that key people and others are aware of **protocols for sharing information** about the transitions and significant life events of individuals
- P25 ensure that records and reports about individuals are promptly and securely passed on to the new agency or the individual when they move from the service provision

#### **Critically evaluate systems, procedures and practice to support individuals through transitions and significant life events**

##### *You must be able to:*

- P26 gather feedback from individuals, key people and others on the effectiveness of systems, procedures and practice for the support of individuals through transitions and significant life events
- P27 **critically analyse** the effectiveness of systems, procedures and practice for the support of individuals through transitions and significant life events
- P28 interpret the analysis of systems, procedures and practice for the support of individuals through transitions and significant life events to report on areas of good practice and areas for improvement
- P29 identify changes required to meet areas that need to be improved
- P30 identify resources required to implement recommended changes

## SCDLMCB3

Lead and manage the provision of care services that deals effectively with transitions and significant life events

---

### Knowledge and understanding

#### Rights

*You need to know and understand:*

- K1 legal and work setting requirements on equality, diversity, discrimination and rights
- K2 your role in developing and maintaining systems, procedures and practices which promote 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 **critically evaluate** and take informed action against discrimination
- K5 the rights that individuals have to make complaints and be supported to do so
- K6 how to ensure that individuals are informed about the service they can expect to receive
- K7 your role in developing and maintaining systems, procedures and practices which ensure that individuals have access to information about themselves in a format they can understand
- K8 conflicts and dilemmas that may arise in relation to rights and how to address them

#### Your practice

*You need to know and understand:*

- K9 legislation, statutory codes, standards, frameworks and guidance relevant to your work, your work setting and the content of this standard
- K10 your own background, experiences and beliefs that may have an impact on your practice
- K11 your own roles, responsibilities and accountabilities with their limits and boundaries
- K12 the roles, responsibilities and accountabilities of others with whom you work
- K13 how to access and work to procedures and agreed ways of working
- K14 the meaning of person-centred/child centred working and the importance of knowing and respecting each person as an individual
- K15 the prime importance of the interests and well-being of the individual
- K16 the individual's cultural and language context
- K17 how to build trust and rapport in a relationship
- K18 how your **power and influence** as a leader and manager can

## SCDLMCB3

Lead and manage the provision of care services that deals effectively with transitions and significant life events

---

- impact on relationships
- K19 the role of independent representation and advocacy for individuals
- K20 how to work in ways that promote active participation and maintain individuals' dignity, respect, personal beliefs and preferences
- K21 how to work in ways that achieve positive outcomes for individuals
- K22 how to manage resources to deliver services that meet targets and achieve positive outcomes for individuals
- K23 how to distinguish between **outputs** and **outcomes**
- K24 how to work in partnership with individuals, key people and others
- K25 how to identify and manage ethical conflicts and dilemmas in your work
- K26 how to challenge and address poor practice
- K27 how to address concerns and complaints
- K28 how and when to seek support in situations beyond your experience and expertise
- K29 the nature and impact of **factors that may affect the health, wellbeing and development of individuals** you care for or support
- K30 theories underpinning our understanding of human development and factors that affect it

### Personalisation and resources

*You need to know and understand:*

- K31 how to critically evaluate evidence and knowledge based theories and models of good practice about empowerment and citizen directed services
- K32 how to identify and promote the potential of individuals to use their personal strengths and resources to achieve change
- K33 the value and role of family networks, communities and groups in achieving positive outcomes, and ways to develop them
- K34 the nature of **personalisation** and personalised services, including self directed support
- K35 the range of resources available within informal networks, within the wider community, through formal service provision and through innovation
- K36 how assistive technology can be used to support the independence of individuals
- K37 how to lead, manage and support others to plan, deliver and review personalised services with individuals

## SCDLMCB3

Lead and manage the provision of care services that deals effectively with transitions and significant life events

---

### Continuing professional development

*You need to know and understand:*

- K38 principles of reflective practice and why it is important
- K39 your role in developing the professional knowledge and practice of others
- K40 how to promote **evidence based practice**
- K41 methods of managing performance to meet targets and achieve positive outcomes
- K42 how to assess performance
- K43 how to provide constructive feedback to others on their practice and performance
- K44 how to address performance that does not meet required standards
- K45 how to use supervision to support the practice and performance of others
- K46 how to use appraisal to support the practice and performance of others
- K47 systems, procedures and practices for managing workloads
- K48 methods for delegating work

### Communication

*You need to know and understand:*

- K49 factors that can affect communication and language skills and their development in children, young people or adults
- K50 methods to promote effective communication and enable individuals to communicate their needs, views and preferences
- K51 factors that can affect communication within and between organisations
- K52 methods to promote effective communication within and between organisations

### Health and Safety

*You need to know and understand:*

- K53 legal and statutory requirements for health and safety
- K54 your work setting policies and practices for monitoring and maintaining health, safety and security in the work environment

### Safe-guarding

*You need to know and understand:*

- K55 legislation and national policy relating to the safe-guarding and protection of children, young people and adults
- K56 the responsibility that everyone has to raise concerns about possible harm or abuse, poor or discriminatory practices
- K57 indicators of potential harm or abuse

## SCDLMCB3

Lead and manage the provision of care services that deals effectively with transitions and significant life events

---

- K58 how and when to report any concerns about harm or abuse, poor or discriminatory practice, resources or operational difficulties
- K59 what to do if you have reported concerns but no action is taken to address them
- K60 local systems and multi-disciplinary procedures that relate to safeguarding and protection from harm or abuse
- K61 how to support others who have expressed concerns about harm or abuse

### Multi-disciplinary working

*You need to know and understand:*

- K62 the purpose of working with other professionals and agencies
- K63 the remit and responsibilities of other professionals and agencies involved in multi-disciplinary work
- K64 features of multi-disciplinary and interagency communication
- K65 how different philosophies, principles, priorities and codes of practice can affect partnership working

### Handling information

*You need to know and understand:*

- K66 legal requirements, policies and procedures for the security and confidentiality of information
- K67 legal and work setting requirements for recording information and producing reports within timescales
- K68 principles of confidentiality and when to pass on otherwise confidential information
- K69 how to support the effective sharing of information to achieve positive outcomes for individuals
- K70 how to record written information with accuracy, clarity, relevance and an appropriate level of detail
- K71 how to use evidence, fact and knowledge-based opinion to support professional judgements in records and reports
- K72 how and where electronic communications can and should be used for communicating, recording and reporting

### Leading and managing practice

*You need to know and understand:*

- K73 how to **critically analyse** theories about **leadership** and **management**
- K74 standards of practice, service standards and guidance relating to the work setting
- K75 national and local initiatives to promote the well-being of individuals

## SCDLMCB3

Lead and manage the provision of care services that deals effectively with transitions and significant life events

---

- K76 models of practice for the use of early interventions
- K77 lessons learned from government reports, research and inquiries into serious failures of health or social care practice and from successful interventions
- K78 methods of supporting others to work with and support individuals, key people and others
- K79 how to lead and manage practice that achieves positive outcomes for individuals
- K80 methods of supporting others to recognise and take informed action against discrimination
- K81 how to develop systems, practices, policies and procedures
- K82 how to implement, monitor and evaluate systems, practices, policies and procedures
- K83 how to promote the services and facilities of your work- setting
- K84 techniques for problem solving and innovative thinking
- K85 how to motivate others
- K86 how to critically evaluate evidence and knowledge based theories and models of good practice about change management
- K87 how to use change management techniques

### Risk management

*You need to know and understand:*

- K88 how to critically evaluate principles and frameworks of risk assessment and risk management
- K89 principles of positive risk-taking
- K90 how to lead others to develop practice that supports positive risk-taking

### Managing people

*You need to know and understand:*

- K91 legal and work-setting requirements for **employment practices**
- K92 internal and external governance arrangements for the work-setting
- K93 factors that can lead to pressures on the service, individual and team performance
- K94 how to manage time, resources and workload of self and others
- K95 how to manage team dynamics
- K96 how to create a culture that promotes openness, creativity and problem solving
- K97 how to create a culture that supports people to embrace change



## SCDLMCB3

Lead and manage the provision of care services that deals effectively with transitions and significant life events

---

### Specific to this NOS

*You need to know and understand:*

- K98 how to critically evaluate leadership and management methods, principles and approaches relevant to the effective management of transitions and significant life events
- K99 how to critically evaluate literature, research, theories and models about transitions and significant life events
- K100 how to **manage the support** for individuals and families when they are experiencing transitions or significant life events
- K101 the contribution that the service provision can make to assisting individuals to make positive transitions through its approach to health, learning, spiritual needs, leisure, independence and citizenship
- K102 the contribution that the service provision can make to assisting individuals to make positive transitions through its location, physical structure, environment, relationship to the community, other services and agencies
- K103 theory and research on family patterns and the potential impact on individuals going through transitions and significant life events

## SCDLMCB3

Lead and manage the provision of care services that deals effectively with transitions and significant life events

---

### 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

**Additional support** would include development opportunities; emotional support; support to manage conflicts, tensions or dilemmas

**Behaviour** includes the ways people identify and react to situations. It includes an individual's verbal, non verbal, physical, cognitive and intellectual actions and reactions

**Changes to their well being** these could be either positive or negative

**Critically analyse** is to examine something closely such as a policy, procedure, theory, complex situation, problem or an approach to practice – identifying the parts or issues that contribute to the whole product, situation or idea and determining how these different parts affect the quality of the whole product or how the individual issues affect the overall situation

Critical analysis involves a weighing-up of the factors concerned, for their contribution of strengths / weaknesses or advantages / disadvantages of a product or in a situation. Critical analysis is part of the process of understanding issues and developing original and creative responses

**Development opportunities** may include a blend of educational programmes, training activities, mentoring, coaching, shadowing, induction, supervision, guided reading, research, action learning sets, peer group discussions

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 workers that you manage, your colleagues and other professionals whose work contributes to the individual's well-being and who enable you to carry out your role

**Protocols for sharing information** would include guidance on information that is confidential and should not be shared, information that requires consent before it can be shared and information that should and can be shared with

## SCDLMCB3

Lead and manage the provision of care services that deals effectively with transitions and significant life events

---

key people and others

**Significant life events** would include important changes in an individual's life both positive and negative. For individuals with some conditions they may be changes and disruption to their routines; for others they may be the onset of a deteriorating condition such as sensory loss or dementia; for others they may be a sudden change to their lives such as stroke, accidents, loss and bereavement); and for others it may be a crisis affecting them

**Transitions** could include: people moving into or out of the service provision, births, deaths, marriages, employment, redundancy, retirement, transferring between years in schools or colleges, transferring between education establishments, physical changes such as the onset of puberty, moving into adulthood

**Well being** would include the social, emotional, mental, cultural, spiritual and intellectual well being of individuals

## SCDLMCB3

Lead and manage the provision of care services that deals effectively with transitions and significant life events

---

### 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 statement required for achievement of the NOS.

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

**In relation to all knowledge statements you need to know and understand the specified areas of knowledge and be able to critically apply the knowledge and understanding in your leadership and management practice**

**Critically analyse** is to examine something closely such as a policy, procedure, theory, complex situation, problem or an approach to practice – identifying the parts or issues that contribute to the whole product, situation or idea and determining how these different parts affect the quality of the whole product or how the individual issues affect the overall situation

Critical analysis involves a weighing-up of the factors concerned, for their contribution of strengths / weaknesses or advantages / disadvantages of a product or in a situation. Critical analysis is part of the process of understanding issues and developing original and creative responses

**Critically evaluate** is to weigh arguments for and against something, assessing all evidence, this could relate to factors such as models of care service delivery, policy development, theories, approaches to practice

Critical evaluation requires a weighing up and making judgements on factors such as currency, relevance, validity, outcomes, cost, sustainability, risk, and fitness-for-purpose of a product or a service against other products, services or ideas, using relevant criteria to frame the evaluation and inform decision-making

**Employment practices** should include recruitment, performance management, disciplinary procedures, grievance procedures

**Evidence based practice** uses systems, processes and 'practice wisdom' that has been proved to be effective in supporting the achievement of positive outcomes. Evidence may have been drawn from a variety of sources: research, both formal and informal, and the views and opinions of individuals, key people and those involved in the delivery of care services

**Factors that may affect the health, wellbeing and development** may

## SCDLMCB3

### Lead and manage the provision of care services that deals effectively with transitions and significant life events

---

include adverse circumstances or trauma before or during birth; autistic spectrum disorder; 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

**Leadership** is the ability to provide strategic direction and a sense of purpose. Effective leaders create a sense of trust, confidence and belief, inspiring people to adopt the values and behaviours they promote. They are innovative, creative and motivating

**Management** is the ability to set the operational direction and organise the effective running of the service provision to meet the overall service needs including ethical, legislative, regulatory and organisational requirements. Effective managers facilitate and organise resources in order to optimise the performance of others, allowing them to carry out tasks and achieve goals efficiently and effectively. They provide clarity and accountability that enable teams to meet their objectives

**Manage the support** this would need to take account of the point individuals are at in their lives; their stage of development; their individual preferences and needs; whether the transition or significant life event is likely to disrupt stable relationships and support networks; whether there is a history of insecure attachments; whether they have experienced different forms of abuse, neglect, bullying, persecution and violence

**Outcomes** are the changes or differences that individuals or care services are trying to achieve. Hard outcomes are changes that are clear and obvious, or those that involve a visible change in people's behaviour or circumstances. Soft outcomes are changes that are less easy to observe and measure, or those that involve more subtle changes inside people such as a change in someone's attitude, sense of well-being or how they see or feel about themselves

**Outputs** are the tangible products, services or facilities that are a result of organisational activities or the activities of those involved in the delivery of the service provision. Outputs may be used to achieve outcomes

**Personalisation** can be defined as 'changing the power balance so that each person really does have choice and control over the care services that they want. From being a recipient of services, individuals become involved in selecting and shaping the services they use'. Personalisation is a social care approach that encompasses citizen-directed support; self-directed support; the

## SCDLMCB3

Lead and manage the provision of care services that deals effectively with transitions and significant life events

---

use of direct payments or personal budgets; the provision of accessible information and advice on care and support and the promotion of independence and self-reliance amongst individuals and communities

Depending on how it is used the **power and influence** of leaders and managers may have either a positive or negative effect upon relationships

## SCDLMCB3

Lead and manage the provision of care services that deals effectively with transitions and significant life events

---

### 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

## SCDLMCB3

Lead and manage the provision of care services that deals effectively with transitions and significant life events

---

<b>Developed by</b>	Skills for Care and Development
<b>Version number</b>	1
<b>Date approved</b>	January 2013
<b>Indicative review date</b>	January 2016
<b>Validity</b>	Current
<b>Status</b>	Original
<b>Originating organisation</b>	Skills for Care and Development
<b>Original URN</b>	LMCB3
<b>Relevant occupations</b>	Health and Social Care; Managers and Senior Officials; Health and Social Services Officers; Childcare and Related Personal Services;
<b>Suite</b>	Leadership and Management in Care Services
<b>Key words</b>	leading; managing provision; transitions and life events; positive outcomes for individuals