

SCDLMCSB1

Lead and manage provision of care services that respects, protects and promotes the rights and responsibilities of people



Overview

This unit is for leaders and managers of care services. It is about leading and managing provision that respects, protects and promotes the rights and responsibilities of people

Elements of Competence

- 1 Lead and manage provision that complies with legislation, registration, regulation and inspection requirements
- 2 Lead and manage provision that promotes rights and responsibilities
- 3 Lead and manage provision that protects people

SCDLMCSB1

Lead and manage provision of care services that respects, protects and promotes the rights and responsibilities of people

Performance criteria

Lead and manage provision that complies with legislation, registration, regulation and inspection requirements

You must be able to:

- P1 you carry out regular assessments of your **provision** to identify strengths and areas for improvement to ensure that:
 - P1.1 it is achieving **positive outcomes** for **people**
 - P1.2 it is meeting legislation, regulation and inspection requirements
 - P1.3 you and your workers are complying with codes of practice
- P2 you provide written policies and procedures to enable your workers to comply with legislation, registration, regulation, inspection and **organisational requirements**
- P3 you manage the performance of **workers** and the provision to ensure high quality **service** and care that promotes public trust and confidence by:
 - P3.1 making sure workers are suitable to work in your provision and are aware of their roles and responsibilities
 - P3.2 providing effective induction
 - P3.3 facilitating access to training and development opportunities to enable workers to develop their skills, knowledge and improve their performance
 - P3.4 promoting the Care Council's Codes of Practice to people, workers and **relevant others**
 - P3.5 ensuring that you and your workers honour work commitments and when this is not possible, explain why
- P4 you make available, monitor and support workers to understand and comply with policies and procedures:
 - P4.1 that meet legal requirements, registration, regulation, inspection requirements and codes of practice
 - P4.2 on confidentiality; equal opportunities; risk assessment; health and safety; record keeping and the acceptance of money or personal gifts from people
 - P4.3 for promoting positive outcomes and **protection** of people
 - P4.4 about safe and appropriate relationships with people
 - P4.5 on receiving and dealing with comments and complaints
 - P4.6 about identifying, being open about and learning from mistakes, ineffective practice and complaints
- P5 you provide assistance, guidance and support for workers whose work may be adversely affected by physical and psychological issues
- P6 you manage and supervise workers to support the success of the provision and achieve positive outcomes for people
- P7 you co-operate with inspections, any investigations and hearings and act on their recommendations and requirements

SCDLMCSB1

Lead and manage provision of care services that respects, protects and promotes the rights and responsibilities of people

Lead and manage provision that promotes rights and responsibilities

- You must be able to:*
- P8 you implement and review the effectiveness of systems, procedures and practice to promote the **rights** and responsibilities of people in the context of legislation, regulation, inspection and organisational requirements
 - P9 you ensure policies and procedures actively promote listening, participation and consultation, to promote the rights and responsibilities of people
 - P10 you collect and act on management information to address stigma, discrimination and exclusion
 - P11 you work with people, workers and relevant others to address conflicts and dilemmas when promoting people's rights and responsibilities
 - P12 you act as a positive **role model** to demonstrate:
 - P12.1 how to actively promote the rights and responsibilities of people
 - P12.2 how to acknowledge and work with the dilemmas people and workers face when balancing their own rights, preferences and responsibilities with those of others
 - P12.3 that you are reliable, dependable and can be trusted
 - P13 you work with people, workers and relevant others and ensure that they feel able and receive appropriate support to make comments and complaints
 - P14 you secure independent advice, support and advocacy to enable people to make decisions about their lives and futures
 - P15 you respond to comments and complaints in ways that are open, fair and consistent with legal, regulatory, inspection and organisational requirements
 - P16 you **lead** and manage your provision in ways that promote the rights of people, workers and relevant others
 - P17 you seek advice, information and guidance to support your promotion of rights and responsibilities of all within your provision

Lead and manage provision that protects people

- You must be able to:*
- P18 you implement and review the effectiveness of systems, procedures and practice for the protection of people and the prevention of emotional, financial, physical, mental and sexual **abuse**, neglect, harassment and bullying in the context of legislation, regulation, inspection and organisational requirements
 - P19 you evaluate and implement systems, procedures and practices to ensure that you, your workers and relevant others:
 - P19.1 provide the necessary protection for people whilst balancing their rights and needs with the rights of others
 - P19.2 respond promptly to suspicions and allegations of abuse in accordance with children's and/or vulnerable adults' protection

SCDLMCSB1

Lead and manage provision of care services that respects, protects and promotes the rights and responsibilities of people

- procedures
- P19.3 support people's positive behaviour
- P19.4 are able to understand and explain the reasons for any restrictions being placed on people
- P19.5 are able to support people to identify and understand aspects of their lives, actions and behaviour that may lead to abuse
- P20 you lead and manage an environment that enables people to feel safe, secure and free from **harm**, abuse and bullying
- P21 you ensure that your own practice, **leadership** and **management**:
 - P21.1 safeguards and provides the necessary protection for people
 - P21.2 recognises that people may be vulnerable to visual, written and electronic forms of communication and media
 - P21.3 takes appropriate action to address dangerous, abusive, discriminatory and exploitative behaviour
- P22 you take appropriate and immediate action where people, workers and relevant others observe **signs and symptoms** of danger, harm and abuse and where this has been disclosed
- P23 you give priority to the protection of the person, whilst ensuring that your actions and statements and those of workers and relevant others, do not adversely affect the use of evidence in future investigations and court proceedings
- P24 you review reports and records on protection and abuse and pass on relevant, accurate statements, reports and information about suspected abuse within confidentiality agreements and according to legal, regulatory, inter-agency, partnership and organisational, requirements
- P25 you seek advice, information, guidance and specialist expertise and support on protection and abuse where this is unavailable within the provision
- P26 you support workers to cope with their thoughts and feelings about suspected and actual incidents of harm and abuse
- P27 you ensure that records, reports and statements on protection and abuse are timed, dated and completed:
 - P27.1 within confidentiality agreements
 - P27.2 according to legal and organisational requirements
 - P27.3 in ways that do not adversely affect the use of evidence in future investigations and court proceedings

SCDLMCSB1

Lead and manage provision of care services that respects, protects and promotes the rights and responsibilities of people

Knowledge and understanding

You need to know and understand:

Values

- K1 legal and organisational requirements on equality, diversity, discrimination, rights, confidentiality and sharing of information in relation to leading and managing a provision that respects, protects and promotes the rights and responsibilities of people
- K2 knowledge and practice that underpin the holistic person-centred approach which enable you to lead and manage in ways that:
 - K2.1 place the people's preferences at the centre of everything you do whilst considering their best interests
 - K2.2 ensure people have access to information about themselves in a format that they can understand
 - K2.3 provide opportunities for **independent representation and advocacy**
 - K2.4 use a person's preferred communication methods and language
 - K2.5 provide active support for people
 - K2.6 recognise the uniqueness of people and their circumstances
 - K2.7 empower people to take responsibility (within any restrictions placed upon them) and communicate their decisions about their own lives, as far as they are able
- K3 how to critically evaluate and **take informed action against discrimination** when leading and managing a provision that respects, protects and promotes the rights and responsibilities of people
- K4 how to support people, workers and relevant others to recognise and take informed action against discrimination
- K5 theories and approaches to advocacy, empowerment and people's rights

Legislation and policy

You need to know and understand:

- K6 regulation, inspection requirements, codes of practice and conduct, standards and guidance for employers and employees, relevant to:
 - K6.1 your provision
 - K6.2 your own roles, responsibilities and accountability
 - K6.3 the roles, responsibilities and accountability of others in relation to leading and managing a provision that respects, protects and promotes the rights and responsibilities of people
- K7 current local, national, uk, european and international legislation, standards, guidance and organisational requirements for leading and managing a provision that respects, protects and promotes the rights and responsibilities of people, including:
 - K7.1 the need to achieve positive outcomes for people
 - K7.2 the need to safeguard and protect people from all forms of

SCDLMCSB1

Lead and manage provision of care services that respects, protects and promotes the rights and responsibilities of people

- danger, harm and abuse
- K7.3 employment practices for the provision and service
- K7.4 your provision's **governance** arrangements
- K7.5 data protection, recording and reporting
- K7.6 making and dealing with comments and complaints to improve services
- K7.7 whistle blowing
- K7.8 **partnership** and other types of working
- K7.9 promoting your provision's services and facilities
- K8 organisational requirements for recording and reporting, including:
 - K8.1 how reports and records should be accessed, manually and through information and communication technologies (ict)
 - K8.2 how to ensure that records and reports do not contribute to labelling and stigmatisation
 - K8.3 the security requirements for different records and reports
 - K8.4 the requirements for producing, finalising and sharing different types of records and reports appropriately and within required timescales
 - K8.5 types of data, information and presentation methods appropriate to specific records and reports and the specific needs of people
 - K8.6 the importance of identifying whether the source is based on evidence, fact or knowledge-based opinion
 - K8.7 how and when to use evidence, fact and knowledge-based opinion to support professional judgement in records and reports
- K9 how to implement, evaluate and influence the future development of management policies, systems, processes and procedures for the respect, protection and promotion of the rights and responsibilities of people within your provision

Leadership and management theory and practice

You need to know and understand:

- K10 how to critically evaluate and implement best practice using up-to-date knowledge of:
 - k10.1 literature related to leading and managing a provision that respects, protects and promotes the rights and responsibilities of people
 - K10.2 leadership and management methods, principles and approaches relevant to leading and managing a provision that respects, protects and promotes the rights and responsibilities of people
 - K10.3 government reports, inquiries and research relevant to leading and managing a provision that respects, protects and promotes the rights and responsibilities of people
 - K10.4 evidence and knowledge-based theories and models of good practice in leading and managing a provision that respects,

SCDLMCSB1

Lead and manage provision of care services that respects, protects and promotes the rights and responsibilities of people

- protects and promotes the rights and responsibilities of people
- K10.5 lessons learned for leading and managing a provision that respects, protects and promotes the rights and responsibilities of people from successful interventions and serious failure of service and practice
- K10.6 the experiences of people within your provision and how they can contribute to leading and managing a provision that respects, protects and promotes the rights and responsibilities of people
- K11 performance management and quality requirements, procedures, criteria, methods and indicators relevant to developing your provision
- K12 methods of managing and developing practice in care services, about:
 - K12.1 how you consult with people, workers and relevant others
 - K12.2 how you promote the participation and involvement of people
 - K12.3 how you support, supervise and develop workers
 - K12.4 the impact of organisational behaviour on the provision
 - K12.5 group and individual processes
 - K12.6 how power relationships can be used and abused
- K13 how to plan and manage **resources** to enable you to lead a provision that respects, protects and promotes the rights and responsibilities of people and the implications for:
 - K13.1 the delivery of services
 - K13.2 the achievement of targets
 - K13.3 the achievement of positive outcomes
- K14 different types of change and their implications to leading and managing a provision that respects, protects and promotes the rights and responsibilities of people
- K15 how psychological, socio-economic, cultural and environmental factors of those within the provision impact on how workers demonstrate respect and protect people's rights
- K16 how and where technology should be used when leading and managing a provision that respects, protects and promotes the rights and responsibilities
- K17 how to manage a provision in which:
 - K17.1 workers know the law, regulations, standards and guidance on the rights and responsibilities of people
 - K17.2 people are aware of their rights and responsibilities and are as actively involved in exercising them as possible
 - K17.3 the rights and responsibilities of people are protected and account is taken of any limitations on those rights
 - K17.4 there is access to key government initiatives that are appropriate for people
- K18 how to access and the appropriate use of specialist resources relevant to people and workers in your provision
- K19 how to access knowledge and **evidenced-based practice** to support the management of practice that promotes positive outcomes for people

SCDLMCSB1

Lead and manage provision of care services that respects, protects and promotes the rights and responsibilities of people

- K20 knowledge and evidence-based practice on:
 - K20.1 protection of children, young people and vulnerable adults
 - K20.2 effective communication and engagement with people, in the development of an open and safe environment
 - K20.3 approaches to risk assessment and risk management
 - K20.4 approaches to working with people who have been neglected, abused and bullied
 - K20.5 approaches to working with people who have been neglected, abused and bullied
 - K20.6 working with people who have been abused, neglected, persecuted, are at risk of significant harm or are at risk of becoming involved in offending behaviour
 - K20.7 working with discrimination, deprivation, bullying, self-harm, violence,
 - K20.8 mental health issues, and substance misuse
 - K20.9 managing ethical dilemmas and conflicts for people, workers and relevant
 - K20.10 others, within your provision and when working within and/or managing multi-disciplinary practice
- K21 how your provision's culture, your workers' morale and levels of violence and aggression impact on the quality of care and workers' performance
- K22 management responsibilities for:
 - K22.1 the safety and protection of workers and others within your provision
 - K22.2 training and development of workers in the protection of people within the provision
 - K22.3 dealing with issues relating to protection and risk
 - K22.4 dealing with behaviour that might lead to the risk of harm (including self-harm) and abuse of people, workers and others ensuring that people are involved in and supported to make choices about their lives and experiences
- K23 the implications for management of working with people who have:
 - k23.1 insecure attachments, trauma, distress,
 - k23.2 experienced loss and change
 - k23.3 been abused, neglected, bullied, persecuted and experienced violence
 - K23.4 experienced systematic and organised abuse
- K24 the implications for management of promoting:
 - k24.1 factors that contribute to the protection of people
 - k24.2 cultures and environments that promote and safeguard and protect people's well being
- K25 theories, methods and approaches on:
 - k25.1 effective communication and engagement with people and all other relevant agencies
 - k25.2 effective approaches to the assessment of need and the

SCDLMCSB1

Lead and manage provision of care services that respects, protects and promotes the rights and responsibilities of people

planning, implementation and review of care plans

k25.3 approaches to building on strengths as well as identifying difficulties

K26 how to promote people's capacity to cope with change, problems and obstacles they may face in their lives

SCDLMCSB1

Lead and manage provision of care services that respects, protects and promotes the rights and responsibilities of people

Scope/range

The scope is here to give you guidance on possible areas to be covered in this unit. You need to provide evidence for the areas that are relevant to the care service that you lead and manage and a sound rationale for not providing evidence for the remaining items

People include:

1. adults using care services, their families, carers, groups and communities
2. children and young people using care services, their parents/carers, families, carers, groups and communities

Preferred communication methods and language including: people's preferred spoken language; the use of signs; symbols; pictures; writing; objects of reference; communication passports; other non verbal forms of communication; human and technological aids to communication; pre-verbal utterances in infants and young children

Relevant others could include: other professionals who should contribute to the activity, people from within the provision who should contribute to the activity, people from outside the provision who should contribute to the activity

Workers could include: those supporting the people within your provision who are paid, unpaid, contractual or non-contractual

Your **knowledge and understanding** for this unit relates to: legal and organisational requirements for care services; employer and employee codes of practice and conduct within care services; the depth and breadth of understanding that will enable you to lead and manage care services effectively, support workers to perform competently, ensure the well being of all within your provision, critically evaluate, assess and intervene appropriately to resolve issues and conflicts; and the need to understand and work in collaboration with people, workers and relevant others within and outside your provision to ensure its viability into the short, medium and longer term future

Competent leadership and management practice is a combination of the application of skills and knowledge informed by values and ethics. This specification details the knowledge and understanding required to carry out competent leadership and management in the performance described in this unit.

Values

Values underpinning the whole of the unit The values underpinning this unit have been derived from the key purpose statement, relevant service standards and codes of practice for health and social care in the four UK countries. To achieve this unit you must demonstrate that you have applied

SCDLMCSB1

Lead and manage provision of care services that respects, protects and promotes the rights and responsibilities of people

the principles required for the management of care services outlined

Glossary

This section provides explanations and definitions of the key words and concepts used in this unit. In occupational standards it is quite common to find words or phrases used which you will be familiar with, but which, in the detail of the standards, may be used in a very particular way. **Therefore, we would** encourage you to read this section carefully before you begin working with the standards and to refer back to this section as required.

Abuse

Abuse is causing physical, emotional, sexual and/or financial harm to an individual and/or failing/neglecting to protect them from harm. This could be at a personal or institutional level

Evidence based practice

Practice that is based on evidence drawn from people, workers, research, organisational and policy expertise

Governance

The way in which the provision is governed and directed as required by legislation, regulation, standards and guidance

Harm

The short, medium and long term affects of a person being physically, emotionally, sexually and/or financially hurt or abused

Independent representation and advocacy

Where the views, wishes and concerns of the adult/child/young person are communicated by another person, either through someone independently representing their wishes, or someone acting as their advocate

Lead

To guide and inspire the work of the provision, through gaining the respect and trust of people and workers

Leadership

The ability to provide a model of best practice that is creative, innovative, motivating and flexible and supports people to follow by example and through respect

Management

The ability to lead and organise the effective running of the provision and to meet the overall service needs and those required by legislation, regulation, registration and inspection. Effective managers are able to solve problems, balance the needs of all within the provision, to manage competing demands

SCDLMCSB1

Lead and manage provision of care services that respects, protects and promotes the rights and responsibilities of people

and to cope under stress

Organisational requirements

Aspects of policy, procedure and practice that are required by the service and the provision

Partnership

Working effectively together with people, professionals, agencies and organisations to enhance the well being of people and support positive and improved outcomes

People

For adults, people includes adults using care services, their advocates, their families, carers, significant others, groups and communities

For children and young people, people includes the children and young people using care services, their advocates, their parents/carers, their families, teachers, college lecturers, significant others, groups and communities

Positive outcomes

Beneficial outcomes for adults as specified in regulation and guidance for each of the countries of the UK and agreed as appropriate with and for each person within the provision. They include:

- 1 improved health, emotional well being and quality of life
- 2 staying safe and being free from discrimination and harassment
- 3 enjoying, achieving and making a positive contribution
- 4 exercising choice and control
- 5 achieving economic well being, dignity and respect

Beneficial outcomes for children and young people as specified in the regulation of each of the countries of the UK and as agreed with children and young people. They include:

- 1 being healthy
- 2 staying safe
- 3 enjoying and achieving
- 4 making a positive contribution
- 5 achieving economic well being

Protection

Where everyone is safeguarded from all forms of harm, abuse, discrimination and harassment

Provision

The specific unit or part of the service for which you have leadership and management responsibilities

SCDLMCSB1

Lead and manage provision of care services that respects, protects and promotes the rights and responsibilities of people

Relevant others

Key people within and outside the provision with whom it is beneficial to work and who can influence the provision and the outcomes for the provision and people within it

Resources

The assets of the provision: financial, human, physical and environmental

Rights

The rights of:

- 1 adults are those embodied in the United Nations Universal Declaration of Human Rights
- 2 children and young people are those embodied in the United Nations Convention on the Rights of the Child

These include rights under the social care codes of practice that everyone should be: respected (in terms of their beliefs, culture and values); treated and valued equally, not be discriminated against; treated as an individual; treated in a dignified way; socially included; included in activities; protected from danger and harm; cared for in a way they choose; have privacy and access to information about themselves and be able to communicate using their preferred methods of communication and language

Role model

When you illustrate best practice through your own behaviour, attitudes, actions and practice. It allows workers, people and others to emulate your model

Service

The overall organisation, agency or service within which your specific provision resides and for which you are the manager

Signs and symptoms

Physical, behavioural and emotional indicators which may signify possible danger, harm, abuse and/or neglect

Take informed action against discrimination

Actions taken about discrimination on the basis of your knowledge of good practice, legal requirements and professional codes and in relation to information received and investigated

Workers Those supporting people within the provision who are paid or unpaid, contractual or non-contractual

External Links

When using this specification it is important to read the knowledge requirements in relation to the expectations and requirements of your job role and the content of this unit

SCDLMCSB1

Lead and manage provision of care services that respects, protects and promotes the rights and responsibilities of people

Developed by Skills for Care & Development

Version number 1

Date approved July 2008

Indicative review date July 2010

Validity Current

Status Original

Originating organisation Skills for Care & Development

Original URN LMC B1

Relevant occupations Health and Social Care; Health and Social Care; Managers and Senior Officials; Managers and Senior Officials; Health and Social Services Officers; Health and Social Services Officers; Childcare and Related Personal Services; Childcare and Related Personal Services

Suite Leadership and Management for Care Services

Key words leading, managing provision, rights and responsibilities
