SCDLMCSC1

Develop and maintain systems, procedures and practice of care services to manage risks and comply with health and safety requirements

Overview

This unit is for leaders and managers of care services. It is about developing and maintaining systems and procedures to manage risks and ensure a healthy and safe environment within your care service provision

Elements of Competence

1   Implement and monitor compliance with health and safety requirements
2   Promote a culture where needs and risks are balanced with healthy and safe practice
3   Monitor and review systems, procedures and practice for the management of risk

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Performance criteria

Implement and monitor compliance with health and safety requirements

You must be able to:

P1   you implement and review the effectiveness of systems, procedures and practice for health and safety to ensure that they meet legal, registration, regulation, inspection and **organisational requirements**

P2   you monitor and update health and safety policies, procedures and practice within the **provision** to ensure that they meet the needs of **people**, **workers** and **relevant others** and comply with legislation, registration, regulation, inspection and organisational requirements

P3   you ensure that people, workers and relevant others are:
   P3.1   aware of, understand and are kept up to date with changes in health and safety policies, systems, procedures and practices
   P3.2   aware of their responsibilities in relation to the provision's health and safety policies, systems, procedures and practice

P4   you ensure that workers are trained and competent to work within and understand the priority of health and safety policies, systems, procedures and practices

P5   you monitor compliance with health and safety policies, systems, procedures and practices and deal with any non-compliance in an efficient and effective manner

P6   you address unprofessional, harmful or dangerous practice through:
   P6.1   **supervision**
   P6.2   the training and development of workers
   P6.3   individual coaching and mentoring
   P6.4   team development and training
   P6.5   disciplinary and grievance procedures

P7   you ensure that systems, procedures and practice within the provision comply with fire, safety, food hygiene, medication and infection control regulations

P8   you gather feedback from people, workers and relevant others on the provision's health and safety policies, systems, procedures and practices

P9   you record and report on health and safety issues, practices and incidents according to legal, regulatory, inspection and organisational requirements

Promote a culture where needs and risks are balanced with healthy and safe practice

You must be able to:

P10 you promote a learning **culture** where people, workers and relevant others are:
   aware of the **risks** within the provision
   aware of the need to balance and manage risk to enable **positive**

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outcomes for people

aware of the need to balance and manage risks associated with particular people whilst ensuring the health, safety and protection of all supported to improve their performance by learning from their own and the experiences of others

P11   you implement and review the effectiveness of policies, systems, procedures and practice ensuring compliance with legislation, regulation, inspection and organisational requirements whilst managing risk and the need to:

     P11.1   promote the welfare of and equal opportunities for people, workers and relevant others

     P11.2   promote life opportunities, independent living and the achievement of positive outcomes

     P11.3   promote social inclusion and people's **rights**

     P11.4   protect people from **danger**, **harm** and **abuse**

     P11.5   identify and prevent behaviour that is illegal, abusive and harmful

P12   you support people, workers and relevant others:

     P12.1   to assess the level of risk, stress, violence and abuse involved when dealing with people and relevant others

     P12.2   who have experienced trauma, stressful situations and events or violence

P13   you implement, monitor and review systems and procedures to ensure that:

     P13.1   people are supported to assess, balance and make decisions about the risks associated with activities they wish to pursue

     P13.2   concerns raised by people, workers and relevant others are balanced with each person's wishes

     P13.3   the person's right to take risk is balanced against the likelihood of harm

     P13.4   the situation and circumstances associated with the risk(s) are assessed, analysed and managed

P14   you ensure that all workers are trained and competent to respond to violence and abuse and ensure their behaviour and actions do not escalate the situation

P15   you develop a culture that identifies and recognises achievements and successes in the **management** and promotion of people's right to take risks

P16   you use evidence to:

     P16.1   record and report on the effectiveness of risk management and achievement of positive outcomes

     P16.2   recommend improvements and changes

     P16.3   identify lessons learned from successful practice and interventions and those which could be improved

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Monitor and review systems, procedures and practice for the management of risk

You must be able to:

P17 you implement and review the effectiveness of policies, procedures and practice for risk assessment, and the management and the minimisation of harm ensuring that they comply with legislation, registration, regulation and inspection and organisational requirements

P18 you communicate the responsibilities for risk management to people, workers and relevant others

P19 you ensure that you, workers and relevant others understand, can avoid, deal with and report on situations, conditions and behaviour which indicate:

    P19.1 that people are at risk of danger, harm and abuse

    P19.2 risk to a person's physical or mental health

P20 you ensure that risk assessments are:

    P20.1 carried out according to policies, procedures and regulation for the **service** and provision

    P20.2 available and adhered to

    P20.3 appropriately resourced

P21 you ensure that:

    P21.1 policies, systems, procedures, protocols and practice for the administration, storage, disposal and security of medicines are known and correctly followed

    P21.2 workers administering medication are trained and competent to do so

    P21.3 records regarding a person's medication are correct, up-to-date and regularly monitored to ensure that correct medication is given

    P21.4 concerns regarding reaction to medication are reported immediately

P22 you listen to and take prompt and appropriate action when issues regarding people's medication are raised

P23 you monitor compliance with risk assessment and management systems and procedures taking prompt and appropriate action to deal with non-compliance

P24 you ensure that workers are trained and supported to:

    P24.1 identify and manage potential and actual aggression and abuse

    P24.2 manage and minimise harm to people, themselves and others

    P24.3 manage risks associated with the people within the provision

    P24.4 highlight deficiencies in their knowledge, skills and competence to manage risk situations

    P24.5 seek and access training for gaps in their knowledge, skills and competence through individual study and/or peer and group learning

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P25   you use evidence to:
- P25.1 record and report on the effectiveness of risk management policies, systems, procedures and practice
- P25.2 make recommendations for improvements and changes

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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 developing and maintaining systems, procedures and practice to manage risks and comply with health and safety requirements

K2   knowledge and practice that underpin the holistic person centred approach which enable you to lead and manage the development and maintenance of systems, procedures and practice to manage risks and comply with health and safety requirements, 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 developing and maintaining systems, procedures and practice to manage risks and comply with health and safety requirements

K4   how to support people, workers and relevant others to recognise and take informed action against discrimination when developing and maintaining systems, procedures and practice to manage risks and comply with health and safety requirements

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 developing and maintaining systems, procedures and practice to manage risks and comply with health and safety requirements

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K7 current local, national, UK, European and international legislation, standards, guidance and organisational requirements for the **leadership** and management of systems, procedures and practice to manage risks and comply with health and safety requirements of your provision, including:

K7.1 the need to achieve positive outcomes for people

K7.2 the need to safeguard and protect people from all forms of danger, harm and **abuse**

K7.3 risk assessment and management

K7.4 employment practices for the provision and service

K7.5 your provision's **governance** arrangements

K7.6 data protection, recording and reporting

K7.7 making and dealing with comments and complaints to improve services

K7.8 whistle blowing

K7.9 **partnership** and other types of working

K7.10 promoting your provision's services and facilities

K8 organisational requirements for recording and reporting on systems, procedures and practice for the management of risks and compliance with health and safety requirements, 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 organisational requirements, systems, procedures and practices for maintaining a healthy, safe and productive work environment and assessing and minimising risk to self, workers and relevant others

K10 how to implement, evaluate and influence the future development of management policies, systems, processes and procedures relating to the management and maintenance of systems, procedures and practice to manage risks and comply with health and safety requirements within your provision

K11 employment legislation, policies, regulation and standards for maintaining a healthy, safe work environment

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K12 fire safety, food hygiene and infection control regulations
K13 moving and handling regulations and requirements

Leadership and management theory and practice

K14 how to critically evaluate and implement best practice using up-to-date knowledge of:
    K14.1 literature related to leadership and management systems, procedures and practice to manage risks and comply with health and safety requirements
    K14.2 leadership and management methods, principles and approaches relevant to developing and maintaining systems, procedures and practice to manage risks and comply with health and safety requirements
    K14.3 government reports, inquiries and research relevant to leadership and management of systems, procedures and practice to manage risks and comply with health and safety requirements
    K14.4 evidence and knowledge-based theories and models of good practice in leadership and management of systems, procedures and practice to manage risks and comply with health and safety requirements
    K14.5 lessons learned for leadership and management of systems, procedures and practice to manage risks and comply with health and safety requirements from successful interventions and serious failure of service and practice
    K14.6 the experiences of people within your provision of the systems, procedures and practice for managing risks and complying with health and safety requirements

K15 performance management and quality requirements, procedures, criteria, methods and indicators relevant to developing and maintaining systems, procedures and practice to manage risks and comply with health and safety

K16 methods of managing and developing practice to manage risks and comply with health and safety requirements, about:
    K16.1 how you consult with people, workers and relevant others
    K16.2 how you promote the participation and involvement of people
    K16.3 how you support, supervise and develop workers
    K16.4 the impact on the provision of organisational behaviour
    K16.5 group and individual processes
    K16.6 how power relationships can be used and abused

K17 how to plan and manage **resources** to enable you to develop and maintain systems, procedures and practice to manage risks and comply with health and safety requirements, and the implications for:
    K17.1 the delivery of services

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K17.2   the achievement of targets

K17.3   the achievement of positive outcomes

K18   different types of change and their implications for the leadership and management of systems, procedures and practice to manage risks and comply with health and safety requirements

K19   how psychological, socio-economic, cultural and environmental factors of those within the provision may influence health, safety and risk management

K20   how and where technology should be used when developing and maintaining systems, procedures and practice to manage risks and comply with health and safety requirements

K21   methods for monitoring work conditions to ensure they meet health and safety requirements

K22   methods of encouraging effective relationships and communications with and between workers, relevant others, people, their carers, families and significant others to develop trust and openness that enables issues related to health, safety and risk to be communicated

K23   factors that may lead workers to take undue risks including organisational cultures and the impact of stress on professional judgement

K24   the use of supervision and team meetings to promote safe working practices and mutual support

K25   methods of working with external management and governance on health, safety and risk assessment procedures and issues

K26   knowledge and **evidence-based practice** on:

K26.1   effective communication and engagement with people, in the development of an open and safe environment

K26.2   risk assessment and risk management

K26.3   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

K26.4   working with discrimination, deprivation, bullying, self-harm, violence, mental health issues, and substance misuse

K27   the impact that the organisation's culture, workers' morale, and levels of violence and aggression have on the quality of care and on worker's performance

K28   management responsibilities for:

K28.1   the safety and protection of workers and others within your provision

K28.2   training and development of workers for the protection of people

K28.3   dealing with issues relating to protection and risk

K28.4   dealing with behaviour that might lead to the risk of harm (including self- harm) and abuse of people, workers and others

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Additional Information

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.

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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.

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

Culture
A shared set of ideas, beliefs, values and knowledge which underpins behaviour

Danger
The possibility of harm and abuse happening

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

Leadership
The ability to provide a model of best practice that is creative, innovative,

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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 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

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4   making a positive contribution

5   achieving economic well being

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

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

Risks
The likelihood of potential danger, harm and/or abuse

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

Supervision
A process that involves a manager meeting regularly and interacting with worker(s) to review their work. It is carried out as required by legislation, regulation, guidance, standards, inspection requirements and requirements of the provision and the service. The purpose is to monitor tasks and workload, solve problems, support workers in dealing with complex situations and moral

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and ethical dilemmas and to promote staff development

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

Links to other NOS

To achieve this unit you must demonstrate that you have applied the principles required for the management of care services outlined in LMCB1

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.

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