

SFHCHS231

Co-ordinate, monitor and review service responses to meet individuals' needs and circumstances



Overview

This standard covers implementing agreed responses to the needs and circumstances of individuals and involves co-ordinating, monitoring, adjusting and reviewing the provision of services to the individual

As a central focus of this standard is the co-operation, monitoring and review of service responses to meet individuals' needs, you need to be very aware of your relative position of power to the individual and the rights of the individual in the process. You will need to understand the concepts of empowerment and participation and how these inform or influence the involvement of individuals and carers in the co-ordination of care, and how the concepts of efficiency, effectiveness, economy and equity inform and influence the co-ordination of services.

This standard applies to practitioners in all types of service settings who are responsible for monitoring the effectiveness of service provision in relation to either their role as a service provider or in relation to agreed joint working with other workers and organisations. This will involve monitoring the effectiveness of individual care plans and service objectives. Methods of monitoring and evaluation are both formal and informal. Users of this standard will need to ensure that practice reflects up to date information and policies.

SFHCHS231

Co-ordinate, monitor and review service responses to meet individuals' needs and circumstances

Performance criteria

You must be able to:

- P1 communicate the overall objectives of the care package to service providers and agree these with them
- P2 fully explore service objectives specific to each provider and the methods of achieving them and agree these with all those involved
- P3 establish effective arrangements for the exchange of information with and between all those involved
- P4 monitor and evaluate the contributions of all those involved
- P5 accurately identify and manage potential conflicts of interest between those involved in order to promote the interests of the individual.
- P6 clearly explain the purpose of monitoring to individuals and others significant to them
- P7 actively encourage and facilitate individuals, carers and significant others to play a full role in the monitoring process
- P8 monitor service provisions in a way that disrupts the individual's daily pattern of living as little as possible
- P9 collect information according to agreed quality measures, methods, timetable and agency procedures
- P10 deal with failure on the part of any service provider to provide the necessary information for monitoring sensitively, in accordance with the nature of the provider and consistent with agency and legislative requirements
- P11 report the results of monitoring and adjustments to services according to agency and legislative requirements
- P12 clearly and regularly inform all involved of progress against the agreed plan
- P13 make adjustments to services to maintain and enhance agreed objectives and arrangements, and only after agreeing these adjustments with individuals, significant others and providers
- P14 make accurate, legible and complete records of departures from the agreed plan and the reasons for these.
- P15 seek, collect and evaluate information from relevant sources in advance of the review
- P16 organise the location and method of the review to facilitate the contributions of those involved and the decision making process
- P17 clearly inform those involved of the purpose of the review and their rights within it
- P18 detail key aspects of progress in the required format and style consistent

SFHCHS231

Co-ordinate, monitor and review service responses to meet individuals' needs and circumstances

with agency requirements

- P19 explore differing views and conflicting perspectives on progress and required future action and seek consensus
- P20 write up the results of the review in clear and accessible language in the required format and provide these to the individual and contributors consistent with agreements on confidentiality
- P21 notify the appropriate person of service deficiencies and needs which have not been met

SFHCHS231

Co-ordinate, monitor and review service responses to meet individuals' needs and circumstances

Knowledge and understanding

You need to know and understand:

- K1 specific legislation influencing the co-ordination between organisations and individuals providing and receiving care
- K2 national, individual and situation specific guidance and procedures requiring and encouraging the involvement of individuals in determining and monitoring the provision of
- K3 frameworks which contribute to an understanding of distinctions between quality control, quality assurance and total quality management and their implications for methods of monitoring and evaluation
- K4 principles of, and methods for, standard setting, service specification and contract compliance
- K5 quality standards and their contribution to monitoring the quality of care
- K6 the rationale and values underpinning the role of individuals and carers in monitoring the provision of care
- K7 research evidence of the factors that promote or block the involvement of individuals or carers in monitoring arrangements and providing feedback on service provision
- K8 the criteria for judging the validity and reliability of standards of care
- K9 the national and local systems for inspection and the roles and responsibilities of agencies and/or units involved
- K10 your legal responsibility to provide resources
- K11 what is meant by the concepts of empowerment and participation and how these inform or influence the involvement of individual and carers in the co-ordination of care
- K12 the distinction between review and monitoring
- K13 national legislation, judicial frameworks, local procedures and requirements governing the necessity, frequency and urgency of reviews
- K14 research, innovation and change and its application to the revision and improvement of care arrangements within care agencies and organisations
- K15 legal and other implications of recording discrepancies between assessed need and services provided
- K16 national and local guidelines on the recording of unmet need
- K17 examples of good practice on the conduct and reporting of reviews
- K18 the national and local sources of standards for care
- K19 the links between registration and inspection
- K20 those services that meet support, prevention, protection or control needs which have been determined either through the judicial system or within

SFHCHS231

Co-ordinate, monitor and review service responses to meet individuals' needs and circumstances

- legislation concerning the individual
- K21 why review and revision of service provision may have implications for existing service specification and service contracts
- K22 factors affecting the objectives of monitoring and evaluation and choice of methods to achieve them
- K23 frameworks which contribute to, and assist with, an understanding of the value of teams and team building
- K24 the relative influences of individual team members and team structure on achieving effective team work
- K25 the implications for decision making of differences and similarities in the authority and autonomy of people and organisations co-ordinating care provision
- K26 the service contract and how it influences or informs service monitoring, compliance and regulation
- K27 cultural and linguistic influences on effective and accurate communication between individuals and organisations
- K28 why there may be conflicts between parties involved in the provision of care
- K29 service quality and how this may inform and influence the construction and use of quality indicators
- K30 agreed quality measures such as measurable indicators that service providers are meeting their objectives in providing a service to the individual
- K31 what is meant by the concepts of need, unmet need, expressed wants and how these may inform and influence the review and improvement of service provision
- K32 frameworks that may inform the selection of an effective forum and method for undertaking a review and securing the participation of all relevant parties
- K33 criteria for judging and evaluating the validity, reliability and relevance of evidence presented as part of the review process
- K34 the implications of change in the original care arrangements for different stakeholders in care arrangements e.g. providers, commissioners, individuals and their carers
- K35 methods of monitoring and evaluating care packages and their implication for practice
- K36 methods of co-operating and collaborating effectively with workers in one's own organisation and with those from other organisations
- K37 different models of co-ordinating service provision and the different contexts in which they may be appropriate
- K38 sources of difficulty in accurate and effective communication between

SFHCHS231

Co-ordinate, monitor and review service responses to meet individuals' needs and circumstances

those involved in providing and receiving care and ways in which they may be minimised

K39 methods for recording and reporting unmet need

SFHCHS231

Co-ordinate, monitor and review service responses to meet individuals' needs and circumstances

Additional Information

External Links

This standard links with the following dimension within the NHS Knowledge and Skills Framework (October 2004):

Dimension: HWB2 Assessment and Care Planning to Meet Health and Wellbeing Needs

SFHCHS231

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Developed by	Skills for Health
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Version number	1
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Date approved	March 2013
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Indicative review date	March 2018
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Validity	Current
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Status	Original
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Originating organisation	Skills for Health
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Original URN	MH19
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Relevant occupations	Healthcare professionals
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Suite	Clinical Health Skills
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Key words	Care; programmes; empowerment; service; user; provision; agencies
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