

## SFHCHS53

### Evaluate the delivery of care plans to meet the needs of individuals



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#### Overview

This standard covers the key worker role in the coordination of practitioners and teams of practitioners to meet the identified needs of individuals. The emphasis of the standard is on care co-ordination rather than direct involvement in delivery. The teams may be drawn from one or more organisations and may be established and long-term or put together as required to meet specific needs.

Users of this standard will need to ensure that practice reflects up to date information and policies.

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#### Performance criteria

*You must be able to:*

- P1 comply with all relevant legal and organisational requirements and guidelines
- P2 ensure that all relevant information from assessments is collated
- P3 pass on information relevant to the needs, choices and preferences of the individual to other practitioners and organisations with sufficient detail and time for them to use it effectively
- P4 ensure that practitioners have a shared understanding of the individual's needs, choices and preferences, the interventions to be used and the agreed goals of the care plan
- P5 discuss with practitioners how their interactions and interrelationships affect the coordination of the care plan and ensure they understand their roles, responsibilities and accountability
- P6 identify any risks to the delivery of the care plan, including any tensions or conflicts between practitioners or organisations, and develop strategies to manage
- P7 ensure that the appropriate procedures have been followed to enable the individual and/or key person to review the options and agree to the arrangements recommended
- P8 ensure that the arrangements for the implementation of the care plan are consistent with the individual's needs, choices and preferences and any specific requirements
- P9 communicate the agreed arrangements to the relevant practitioners
- P10 monitor the delivery of the care plan including feedback from other practitioners involved and take prompt and appropriate action in response to any issues identified
- P11 evaluate the extent to which the care plan is meeting its agreed purpose and goals in collaboration with the practitioners involved
- P12 agree modifications to the care plan with the practitioners involved and take the necessary action to implement these
- P13 agree the date and process for the next review of the care plan with the practitioners involved
- P14 produce records and reports that are clear, comprehensive and accurate and maintain the security and confidentiality of information
- P15 ensure that there is a process in place for a smooth and efficient transition to an alternative key worker

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#### Knowledge and understanding

*You need to know and understand:*

- K1 the legislation and national and/or local policy and guidelines in relation to the relevant services and care pathways
- K2 national and/or local policy and guidelines for individual records, their storage and confidentiality of information
- K3 the contractual arrangements relating to the relevant services
- K4 the nature, extent and boundaries of your work role and its relationship to others in relevant organisations
- K5 the roles of other health and social care practitioners, how they relate between and across organisations and how they fit in the care pathway
- K6 national and/or local policy and guidelines for the assessment of individuals
- K7 the main issues, debates and policies relating to the health and well-being of individuals involved in the relevant services
- K8 the impact of social relationships and the environment on the health and well-being of individuals involved in the relevant services
- K9 the benefits and risks of team-working
- K10 the processes involved in information sharing and communication within the team
- K11 the techniques involved in promoting and sustaining effective team work, including the management of conflict
- K12 the barriers to effective team work and appropriate responses
- K13 the arrangements required to co-ordinate the delivery of individualised care plans
- K14 the techniques involved in the establishment of clear aims and objectives for the team
- K15 the information requirements for an effective review of the care plan
- K16 the methods involved in monitoring the delivery of care plans
- K17 the evaluation of the effectiveness of the plan as a whole, and the different parts within it, including the various outcomes
- K18 the methods applied in recording the evaluation process and outcomes
- K19 the progression, prognosis, treatment and management of the disease and possible complications
- K20 the medical terminology relevant to the treatment and disease
- K21 the importance of clear and direct communications
- K22 the importance of individual choice and the ways in which individuals can be supported to make an informed choice
- K23 the importance of working within your own sphere of competence and seeking advice when faced with situations outside your sphere of competence

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### 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 people's health and wellbeing needs

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<b>Developed by</b>	Skills for Health
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<b>Relevant occupations</b>	Health, Public Services and Care; Medicine and Dentistry; Nursing and Subjects and Vocations Allied; Health and Social Care; Health Professionals
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<b>Suite</b>	Clinical Health Skills
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<b>Key words</b>	care plans, care planning, evaluation of care plans, plan of care
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