

Work with others to improve healthcare services for children, young people and those involved in their care

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## Overview

This standard is about the practitioner working with others to improve the service they and their colleagues provide to promote the health and well-being of children, young people and those involved in their care. The practitioner needs to monitor and review all relevant information relating to the care of children and young people in their service. Direct consultation with children, young people and those involved in their care is also a critical aspect of improving services for them.

The practitioner will use this information to consider whether any changes are needed to the service they provide. This information should therefore be used by the practitioner not only to inform their own work, but also to inform the work of their colleagues. 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:

1. obtain valid and reliable information on the needs of children and young people from appropriate information resources
2. establish the main factors, trends, and changes that are affecting the needs of children and young people and those involved in their care
3. obtain relevant information from colleagues on the type and range of services being provided for children and young people and those involved in their care and how they might be improved
4. consult with children, young people and those involved in their care to obtain their views on the services being provided to them and how they might be improved
5. evaluate the services being offered to children, young people and those involved in their care to determine their effectiveness
6. identify the data, issues, options, and recommendations, supported by a clear rationale, that will assist practitioners to improve their services
7. produce records and reports that are clear, comprehensive, and accurate, and maintain the security and confidentiality of information
8. consult with children, young people and those involved in their care on how to raise awareness of the needs of children and young people
9. encourage colleagues to obtain feedback from children, young people and those involved in their care on the effectiveness of the services they provide to them
10. assist colleagues in understanding the needs and preferences of children and young people, and how these affect the implementation of services for them
11. provide sufficient information and advice to enable colleagues to improve their services for children, young people and those involved in their care
12. identify any implementation issues that might affect colleagues in improving their services for children, young people and those involved in their care
13. assist colleagues in identifying options for improving their services for children, young people and those involved in their care
14. monitor the improvements made by colleagues and review progress with them at appropriate opportunities

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## Knowledge and understanding

You need to know and understand:

1. legal, organisational and policy requirements relevant to your role and the activities being carried out
2. the nature, extent and boundaries of your work role and its relationship to others in your own and other organisations
3. the roles of other practitioners working with children, young people and families and how they relate between and across agencies
4. the importance of effective multi-agency working
5. the ethical issues, legal requirements and good practice guidelines on consent, including capacity issues and consent for children and young people
6. the principle of confidentiality and the implications for your practice
7. how to recognise and respond to the signs of injury, abuse or neglect and your responsibility in relation to raising concerns with the appropriate person or agency
8. local systems, procedures and protocols for safeguarding children, young people and vulnerable adults
9. the principles of equality, diversity and anti-discriminatory practice and how they are applied
10. the duty to report any acts or omissions in care that could be detrimental to the child or young person
11. the rights of children and young people to make decisions for themselves and to take risks in the context of their own lives, taking into account issues of capacity and your professional responsibility
12. how to engage with and communicate effectively with children and young people, and those involved in their care
13. the need for communication to be modified for different contexts and cultures, including the age, vulnerability, understanding, developmental capacity and communication needs and preferences of the child or young person and those involved in their care
14. the ways in which children and young people communicate non-verbally and through behaviour, as well as through language, and how different forms of behaviour can be interpreted
15. the importance of adopting a child/young person centred approach
16. the conditions and issues affecting children and young people in your area of practice and how they can inter-relate
17. child and young people's development, including emotional, physical, and social how they affect one another
18. how the behaviour needs of children and young people may affect others

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19. the effect of parenting capacity, family, environment and cultural influences on the health and wellbeing of children and young people
20. the factors that contribute to the risk of harm to children and young people
21. the guidance that is available for your own practice and where to access this
22. current issues, research and evidence based practice relevant to your role
23. health and well-being information, advice and support for practitioners, children and young people, and those involved in their care
24. how to access information on the health and well-being of children and young people, and the arrangements and protocols required to obtain information
25. how often to monitor different information sources, and the frequency of output
26. the principles and values underpinning children and young people's policies and services
27. the changes that have occurred in services to address issues relating to the health and well-being of children and young people
28. local sources of health and well-being information, advice and support for children and young people, and those involved in their care
29. how to evaluate the services provided to children and young people in the local area, and what services have proved to be successful
30. how to present and justify recommendations for improving services
31. how to support colleagues to improve the services they provide to children, young people and those involved in their care

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### External Links

This standard links with the following dimension within the NHS Knowledge and Skills Framework (October 2004):  
Dimension: Core 4 Service improvement  
G5 Services and project management

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