
Overview

This standard is about providing clients with advice on health and community care at the point of initial contact with the service. It includes your ability to decide when to refer clients to other specialist sources of advice. You will need to know about legislative and regulatory frameworks and provision for health, social and community care in order to provide relevant advice to clients.

Performance

criteria

You must be able to:

- P1 explain to clients the legal advice services you can offer in line with organisational requirements
- P2 check that clients' understanding of legal advice services is consistent with information you have provided
- P3 agree with clients their legal advice requirements in line with relevant legislation, policies and procedures
- P4 agree with clients where situations require immediate action in line with their requirements , and;
 - P4.1 take steps to implement this
- P5 agree next steps with clients in line with their requirements
- P6 explain accurately the organisation's systems and procedures for working with clients
- P7 agree further actions with clients in line with their requirements including;
 - P7.1 procedures
 - P7.2 responsibilities
 - P7.3 time limits
- P8 analyse available client information to assign relevance to their case in line with your professional judgement
- P9 record client details and agreed actions in line with organisational requirements
- P10 review sources of information to assess applicability to clients situations
- P11 check that information obtained enables you to advise clients
- P12 analyse information received from clients and the research process to formulate options in line with clients' needs
- P13 present clients with information and possible options for action in line with organisational requirements
- P14 advise clients on the implications of possible options in line with organisational requirements
- P15 check clients' understanding of the advice offered in line with organisational requirements
- P16 agree actions required by you and clients in line with organisational requirements

Knowledge and understanding

You need to know and understand:

- K1 the legislative framework relating to health and community care in your jurisdiction and how it applies to different client groups
- K2 the structure of national and local provision in your jurisdiction
- K3 roles, remit, scope and responsibilities of:
 - K3.1 local authorities
 - K3.2 health and social services boards
 - K3.3 clinical commissioning groups
 - K3.4 third sector providers
 - K3.5 local health boards
 - K3.6 independent providers
- K4 the linkages between different areas of health and community care legislation
- K5 criteria for entitlement to and eligibility for care in your jurisdiction based on nationality and residence
- K6 current background issues influencing development in health and social care
- K7 relevant strategy and policy for public and patient involvement in the development and improvement of services
- K8 relevant strategy and policy for tackling health inequalities
- K9 different options for care in your jurisdiction
- K10 the importance of recognising clients' rights to assessment
- K11 relevant procedures for assessment of patients and carers
- K12 local assessment procedures for:
 - K12.1 clinical commissioning groups
 - K12.2 local authorities
 - K12.3 health and social services boards
- K13 criteria and procedures for social services funding in your jurisdiction
- K14 welfare benefits, tax credits and relevant means-tested benefits available to clients
- K15 the effects of hospitalisation and residential care on clients' benefits
- K16 clients' rights and entitlements to:
 - K16.1 access to medical records

- K16.2 public health service provision
- K16.3 social services provision
- K16.4 transport to and from public health care provision
- K16.5 concessions for different client groups
- K17 legal measures available in your jurisdiction relating to the mental capacity of clients
- K18 legislation in your jurisdiction relating to the protection of vulnerable adults
- K19 what constitutes a valid basis for complaints
- K20 policies, protocols and procedures for making, monitoring and redressing complaints
- K21 approaches to resolve complaints informally
- K22 the responsibilities of national monitoring bodies for health, community and social care
- K23 relevant plans, policies, referral procedures, eligibility criteria and local funding and charging regimes for different care options
- K24 local criteria for continuing care in residential and domiciliary settings

SFJIB21

Provide first line health and community care legal advice

| | |
|---------------------------------|---|
| Developed by | Skills for Justice |
| Version number | 2 |
| Date approved | November 2013 |
| Indicative review date | November 2018 |
| Validity | Current |
| Status | Original |
| Originating organisation | Skills for Justice |
| Original URN | SFJ IB21 |
| Relevant occupations | Legal Advisers; Legal Associate Professionals |
| Suite | Legal Advice |
| Key words | First point of contact; referral to specialist advice; provide information; legal advice; community; health; social; care; welfare; legislation |