

Elements of competence

HSC328.1	Contribute to assessing the needs and preferences of individuals
HSC328.2	Support the development and implementation of care plans
HSC328.3	Contribute to reviewing care plans

About this Unit

For this Unit, you will be expected to contribute to the assessment of individual needs and preferences and to the development, implementation and review of care plans.

Scope

The scope is here to give you guidance on possible areas to be covered in this Unit. The terms in this section give you a list of options linked with items in the performance criteria. You need to provide evidence for any option related to your work area.

Communicate using: the individual'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.

Extra support could include: the use of key people and other professionals such as interpreters, translators, signers etc or specialist equipment to aid the individual's communication abilities.

Information will include any plans, care needs assessments, records and reports relevant to the individual needs and preferences.

Key people: family; friends; carers; others with whom the individual has a supportive relationship.

Your **knowledge and understanding** for this unit will relate to legal requirements and codes of practice applicable to the scope of your work and others with whom you work; the nature of the work you are undertaking; your role and level of responsibility within your organisation (eg whether you have responsibility to support the work of others); the individuals, key people in their lives and others with whom you are required to work and the degree of autonomy you have for the management of your own work activities.

Values underpinning the whole of the Unit

The values underpinning this Unit have been derived from the key purpose statement¹, the statement of expectations from carers and people receiving services, relevant service standards and codes of practice for health and social care in the four UK countries. They can be found in the principles of Care Unit HSC35. To achieve this Unit you must demonstrate that you have applied the principles of care outlined in unit HSC35 in your practice and through your knowledge.

Evidence Requirements for the Unit

It is essential that you adhere to the Evidence Requirements for this Unit – please see details overleaf.

¹ The key purpose identified for those working in health and social care settings is "to provide an integrated, ethical and inclusive service, which meets agreed needs and outcomes of people requiring health and/or social care"

SPECIFIC EVIDENCE REQUIREMENTS FOR THIS UNIT
Simulation:
<ul style="list-style-type: none"> • Simulation is NOT permitted for any part of this unit.
The following forms of evidence ARE mandatory:
<ul style="list-style-type: none"> • Direct observation: Your assessor/expert witness must observe you in real work activities which provide a significant amount of the performance criteria for most elements in this unit. • Reflective accounts/professional discussion: These will be a description of your practice in particular situations and <u>may</u> take the form of case history of an individual you are working with. The service <u>you</u> give to individuals and the reasons for it, should include details of how the care plan is developed; how it has been implemented and how it is reviewed.
Competence of performance and knowledge could also be demonstrated using a variety of evidence from the following:
<ul style="list-style-type: none"> • Questioning/professional discussion: may be used to provide evidence of knowledge, legislation, policies and procedures which cannot be fully evidenced through direct observation or reflective accounts. In addition the assessor/expert witness may also ask questions to clarify aspects of your practice. • Expert Witness: A designated expert witness may provide direct observation of practice, questioning, professional discussion and feedback on reflective accounts. Could be used to provide additional evidence of specialist skills. This could for instance include social workers, care managers, incontinence advisors, occupational therapists, welfare rights specialist and advocates. • Witness testimony: can be a confirmation or authentication of the activities described in your evidence which your assessor has not seen. This could be provided by a work colleague or service user. • Products - Care plans/review and other relevant reports. These do not need to be included in your portfolio however they will form the basis of discussion with your assessor and need to be available for the IV to authenticate.
GENERAL GUIDANCE
<ul style="list-style-type: none"> • Prior to commencing this unit you should agree and complete an assessment plan with your assessor which details the assessment methods you will be using, and the tasks you will be undertaking to demonstrate your competence. • Evidence must be provided for ALL of the performance criteria ALL of the knowledge and the parts of the scope that are relevant to your job role. • The evidence must reflect the policies and procedures of your workplace and be linked to current legislation, values and the principles of best practice within the Care Sector. This will include the National Service Standards for your areas of work and the individuals you care for. • All evidence must relate to your own work practice.

KNOWLEDGE SPECIFICATION FOR THIS UNIT

Competent 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 practice in the performance described in this unit.

When using this specification **it is important to read the knowledge requirements in relation to expectations and requirements of your job role.**

You need to provide evidence for ALL knowledge points listed below. There are a variety of ways this can be achieved so it is essential that you read the ‘knowledge evidence’ section of the Assessment Guidance.

You need to show that you know, understand and can apply in practice:	Enter Evidence Numbers
Values	
1 Legal and organisational requirements on equality, diversity, discrimination, rights , confidentiality and sharing of information when assessing individual needs and preferences, and contributing to the development, implementation and review of care plans.	
2 How to provide active support and place the preferences and best interest of individuals at the centre of everything you do, whilst enabling them to take responsibility (as far as they are able and within any restrictions placed upon them) and make and communicate their own decisions about their lives, actions and risks.	
3 Dilemmas between: <ul style="list-style-type: none"> (a) the individual’s rights and their responsibilities for their own care and protection, the rights and responsibilities of key people and your role and responsibilities for their care and protection (b) the individual’s views, preferences and expectations and how these can and are being met within the care needs assessment and the care plan (c) your own values, the values of the individual and those of key people (d) your own professional values and those of others within and outside your organisations 	
4 How to work in partnership with individuals, key people and those within and outside your organisation to enable the individual’s needs, wishes and preferences to be met.	
Legislation and organisational policy and procedures	
5 Codes of practice and conduct, and standards and guidance relevant to your own (and others’) roles, responsibilities, accountability and duties when assessing individual needs and preferences, and when contributing to the development, implementation and review of care plans.	
6 Current local, UK legislation and organisational requirements, procedures and practices for: <ul style="list-style-type: none"> (a) data protection, including recording, reporting, storage, security and sharing of information (b) health and safety (c) risk assessment and management (d) care planning and review 	

You need to show that you know, understand and can apply in practice:	Enter Evidence Numbers
7 Practice and service standards relevant to your work setting and relating to the assessment of individual needs and preferences, and the development, implementation and review of care plans.	
Theory and practice	
8 How and where to access information and support that can inform your practice when assessing individual needs and preferences, and when contributing to the development, implementation and review of care plans.	
9 Government reports, inquiries and research reports relevant to the assessment of individual needs and to the development, implementation and review of care plans.	
10 Theories and best practice relevant to: <ul style="list-style-type: none"> (a) the assessment of the holistic needs and circumstances of individuals (b) care planning, implementation and review, both generally, and specifically with regard to the individuals with whom you work 	
11 Methods of monitoring, reviewing and evaluating care plans.	
12 Methods of supporting individuals to: <ul style="list-style-type: none"> (a) contribute to assessments and reviews (b) express their needs and preferences (c) understand and take responsibility for promoting their own health and care (d) identify how their care needs should be met (e) assess and manage risks to their health and well-being 	
13 Role of relationships and support networks in: <ul style="list-style-type: none"> (a) the assessment of individual needs (b) care planning, implementation and review 	
14 Factors that affect the health, well-being, behaviour, skills, abilities and development of individuals and key people.	
15 The significant changes that are likely to affect the needs and circumstances of individuals with whom you work and how these will impact on the assessment of their needs and the development, implementation and review of care plans.	
16 Reasons for revising care plans and how to deal with the effect this may have on individuals.	

HSC328.1 Contribute to assessing the needs and preferences of individuals

Performance criteria		DO	RA	EW	Q	P	WT
		1	You identify your own role and responsibilities, and the role and responsibilities of others, in assessing the needs and preferences of individuals .				
2	You gain agreement from the individual to access and review information about their needs and preferences and any specific requirements they have.						
3	You identify and access any extra support you need to enable individuals to communicate their needs and preferences.						
4	You support individuals and key people to identify and communicate: (a) the individual's needs and preferences about their care and support (b) any risks arising from these						
5	You take into account the views of individuals, key people and others when processing information and providing feedback on the individual's health and care needs, their preferences and any associated risks.						
6	You work with all involved to agree the assessed needs and preferences of individuals.						
7	You support individuals and key people to understand, and, where appropriate to compliment, challenge and complain about the assessment of their needs and preferences.						

HSC328.2 Support the development and implementation of care plans

Performance criteria		DO	RA	EW	Q	P	WT
		1	You identify your role and responsibilities in developing and implementing care plans .				
2	You contribute to consultations about the development of individuals' care plans taking into account their assessed needs and preferences.						

DO = Direct Observation
EW = Expert Witness

RA = Reflective Account
P = Product (Work)

Q = Questions
WT = Witness Testimony

HSC328.2 Support the development and implementation of care plans (cont)

Performance criteria		DO	RA	EW	Q	P	WT
3	You support individuals and key people to understand: (a) why there may be challenges in achieving individual's preferences within the care plan and why (b) the arrangements for the implementation of care plans (c) how to use procedures to compliment, challenge and complain about the content of the care plan and its implementation						
4	You support colleagues to carry out the care plan activities for which they are responsible.						
5	You ensure that you are able to carry out the care plan activities for which you are responsible.						
6	When implementing the care plan, you observe, record and report to the appropriate people any significant changes to the individual's needs, circumstances and preferences and any risks that any arise from these changes.						
7	You check your observations with the individuals, key people and others.						
8	You support individuals, key people and colleagues to identify and monitor changes in the individual's needs, circumstances and preferences.						
9	You work with all involved to identify and implement any changes arising from the impact of the care plan on the health and social well-being of the individual.						

HSC328.3 Contribute to reviewing care plans

Performance criteria		DO	RA	EW	Q	P	WT
1	You check your own responsibilities and those of others in providing feedback on the implementation of the care plan.						

DO = Direct Observation
EW = Expert Witness

RA = Reflective Account
P = Product (Work)

Q = Questions
WT = Witness Testimony

HSC328.3 Contribute to reviewing care plans (cont)

Performance criteria		DO	RA	EW	Q	P	WT
2	You support individuals and key people to identify: <ul style="list-style-type: none"> <li data-bbox="336 367 839 465">(a) parts of the care plans which best meet the individual's needs and preferences <li data-bbox="336 465 839 533">(b) parts of the care plans that need changing <li data-bbox="336 533 839 667">(c) changes to the individual's needs, circumstances and preferences that could affect the care plan and its implementation 						
3	You provide feedback to the appropriate people on the strengths and limitations of the care plan in meeting the assessed and changing needs, circumstances and preferences of individuals.						
4	You support individuals and key people to understand how their feedback will be used to inform changes to the care plan.						
5	Where there is conflict about your feedback and observations, you follow organisational procedures and practices to address the issues raised.						
6	You contribute to meetings and discussions about revisions to care plans and their implementation.						
7	You contribute to revising and implementing any changes to care plans that are within your role and responsibilities.						
8	You support individuals to complete paper work to enable the revised care plan to be implemented.						
9	You record and report on the review and revisions of the care plan, within confidentiality agreement and according to your role and responsibilities.						

*DO = Direct Observation**EW = Expert Witness**RA = Reflective Account**P = Product (Work)**Q = Questions**WT = Witness Testimony*

To be completed by the Candidate

I SUBMIT THIS AS A COMPLETE UNIT

Candidate's name:

Candidate's signature:

Date:

To be completed by the Assessor

It is a shared responsibility of both the candidate and assessor to claim evidence, however, it is the responsibility of the assessor to ensure the accuracy/validity of each evidence claim and make the final decision.

I CERTIFY THAT SUFFICIENT EVIDENCE HAS BEEN PRODUCED TO MEET ALL THE ELEMENTS, PCS AND KNOWLEDGE OF THIS UNIT.

Assessor's name:

Assessor's signature:

Date:

Assessor/Internal Verifier Feedback

To be completed by the Internal Verifier if applicable

This section only needs to be completed if the Unit is sampled by the Internal Verifier

Internal Verifier's name:

Internal Verifier's signature:

Date: