

H5RL 04 (SCDHSC0442) — Evaluate the Effectiveness of Health, Social or Other Care Services

Overview

This standard identifies the requirements when you evaluate the effectiveness of health, social or other care services. It includes working with providers of health and social care services to ensure that they are delivering the quality of service specified in their contracts. It also includes identifying ways in which the overall quality, outcomes and cost-effectiveness of services can be improved.

Additional Information

Scope/range related to Performance Criteria

The details in this field are explanatory statements of scope and/or examples of possible contexts in which the NOS may apply; they are not to be regarded as range statements required for achievement of the NOS.

Corrective action may include giving advice and/or support to the provider; establishing alternative methods of obtaining monitoring information; agreeing alternative ways for providers to meet their contractual requirements; referring the deficiency or failure to a higher or other authority; taking steps to amend or terminate the contract.

Effectiveness of services may include quality, outcomes and cost-effectiveness of the services.

Key performance indicators may include targets for activities, outcomes, costs, input objectives based on quality standards, processes.

Partner agencies are those agencies with which you work in partnership to provide the services and may include those who are in receipt of personal budgets who are managing their own care.

Quality may include relevance of the service, accessibility or barriers to service, acceptability to people who use services, efficiency, partnership requirements.

Services may include education and prevention services, care and treatment services, rehabilitation and transitional care services, services for direct employers, services for relatives and carers.

Scope/range related to Knowledge and Understanding

The details in this field are explanatory statements of scope and/or examples of possible contexts in which the NOS may apply; they are not to be regarded as range statements required for achievement of the NOS.

All knowledge statements must be applied in the context of this standard.

Factors that may affect the health, wellbeing and development of individuals

may include: adverse circumstances or trauma before or during birth; autistic spectrum conditions; dementia; family circumstances; frailty; harm or abuse; injury; learning disability; medical conditions (chronic or acute); mental health; physical disability; physical ill health; poverty; profound or complex needs; sensory needs; social deprivation; substance misuse.

Values

Adherence to codes of practice or conduct where applicable to your role and the principles and values that underpin your work setting, including the rights of children, young people and adults. These include the rights:

- ◆ to be treated as an individual
- ◆ to be treated equally and not be discriminated against
- ◆ to be respected
- ◆ to have privacy
- ◆ to be treated in a dignified way
- ◆ to be protected from danger and harm
- ◆ to be supported and cared for in a way that meets their needs, takes account of their choices and also protects them
- ◆ to communicate using their preferred methods of communication and language
- ◆ to access information about themselves

Performance Criteria — What you do in your job

You must provide evidence to meet all the 19 Performance Criteria for this Unit. The Performance Criteria are grouped under headings to assist you with planning how best to meet these points.

Place the number of the piece of work where this Performance Criteria has been met in the evidence box after each criteria.

Manage the performance of providers of services

	Performance Criteria	Evidence Number where this criteria has been met
1	Agree with providers the information required to monitor key performance indicators for services , the format required and the intervals at which the information should be provided.	
2	Agree with partner agencies common requirements for monitoring.	
3	Ensure providers are competent to deliver the requirements of monitoring information.	
4	Ensure that agreed monitoring information meets requirements for reporting to local, regional and national authorities.	
5	Receive accurate and complete monitoring information in the format and at the intervals required.	
6	Take appropriate corrective action in the case of deficiency in the monitoring information required.	
7	Analyse the monitoring information supplied to identify where providers are, and are not, meeting contractual requirements for levels and quality of service.	
8	Discuss the findings of your analysis in an open and constructive manner with the providers concerned.	
9	Agree the actions they need to take to meet contractual requirements.	

Manage the performance of providers of services (cont)

	Performance Criteria	Evidence Number where this criteria has been met
10	Take appropriate corrective action in the case of persistent failure by providers to meet contractual requirements.	
11	Report on the performance of providers to local, regional and national authorities as required of services.	

Improve the effectiveness of services

12	Gather sufficient information to evaluate the effectiveness of the services provided.	
13	Make an objective evaluation of the information in order to form a fair and valid judgement about the effectiveness of the services.	
14	Make valid comparisons of the service with other comparable services.	
15	Discuss the findings of your evaluations in an open and constructive way with the providers concerned.	
16	Handle information in ways which maintain confidentiality.	
17	Agree with providers ways in which they can improve the effectiveness of the services they provide within existing contracts.	
18	Recommend ways in which the terms and conditions of future contracts should be changed to improve the effectiveness of services.	
19	Report on your evaluation of the effectiveness of the services to local, regional and national authorities as required.	

Knowledge and Understanding — Why and how you do what you do in your job

You must provide evidence of your knowledge and understanding to meet all the 40 knowledge points for this Unit. The knowledge points are grouped under headings to assist you with planning how best to meet them.

Place the number of the piece of work where each knowledge point has been met in the 'evidence number' box after each point.

Rights

	Knowledge and Understanding <i>You need to know and understand:</i>	Evidence Number where this knowledge point has been met
1	Legal and work setting requirements on equality, diversity, discrimination and rights.	
2	Your role in promoting individuals' rights, choices, wellbeing and active participation.	

Your practice

	Knowledge and Understanding <i>You need to know and understand:</i>	Evidence Number where this knowledge point has been met
3	Legislation, statutory codes, standards, frameworks and guidance relevant to your work, your work setting and the content of this standard.	
4	Your own roles, responsibilities and accountabilities with their limits and boundaries.	
5	The roles, responsibilities and accountabilities of others with whom you work.	
6	How to access and work to procedures and agreed ways of working.	
7	The meaning of person-centred/child centred working.	
8	How your power and influence as a worker can impact on relationships.	
9	How to work in partnership with individuals, key people and others.	
10	How to manage ethical conflicts and dilemmas in your work.	
11	How and when to seek support in situations beyond your experience and expertise.	

Theory for practice

12	The nature and impact of factors that may affect the health, wellbeing and development of individuals for whom contracts are required.	
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Personal and professional development

13	Principles of reflective practice and why it is important.	
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Safe-guarding

	Knowledge and Understanding <i>You need to know and understand:</i>	Evidence Number where this knowledge point has been met
14	Legislation and national policy relating to the safe-guarding and protection of children, young people and adults.	
15	The responsibility that everyone has to raise concerns about possible harm or abuse, poor or discriminatory practices.	

Multi-disciplinary working

16	The purpose of working with other professionals and agencies.	
17	The remit and responsibilities of other professionals and agencies involved in multi-disciplinary work.	

Handling information

18	Legal requirements, policies and procedures for the security and confidentiality of information.	
19	Legal and work setting requirements for recording information and producing reports.	
20	How to record written information with accuracy, clarity, relevance and an appropriate level of detail.	
21	How and where electronic communications can and should be used for communicating, recording and reporting.	

Leading practice

	Knowledge and Understanding <i>You need to know and understand:</i>	Evidence Number where this knowledge point has been met
22	Standards of practice, service standards and guidance relating to the work setting.	
23	National and local initiatives to promote the wellbeing of individuals.	
24	Lessons learned from government reports, research and inquiries into serious failures of health or social care practice and from successful interventions.	
25	Techniques for problem solving and innovative thinking.	

Knowledge that is Specific to this NOS

	Knowledge and Understanding <i>You need to know and understand:</i>	Evidence Number where this knowledge point has been met
26	How to use monitoring information to identify where providers are, and are not, meeting contractual requirements.	
27	The importance of receiving complete and accurate monitoring information.	
28	The range of corrective action that can be taken in case of deficiencies in information supplied.	
29	The information required in order to be able to make a fair and valid evaluation of services.	
30	The partner agencies in the local area.	
31	The range of key performance indicators required for services.	
32	The information required to monitor key performance indicators, the format and the intervals at which the information should be provided.	
33	The importance of agreeing with partner agencies common requirements for performance monitoring information.	
34	How to make an objective and thorough evaluation of the quality, outcomes and cost-effectiveness of the services.	
35	The terms and conditions of contracts with providers of services.	
36	The range of actions providers can take to ensure they meet contractual.	
37	The range of corrective action that can be taken if providers persistently fail to meet their contractual requirements.	
38	The importance of key performance indicators in specifying and assuring the quality of services.	

Knowledge that is Specific to this NOS (cont)

	Knowledge and Understanding <i>You need to know and understand:</i>	Evidence Number where this knowledge point has been met
39	The importance of making comparisons with other comparable services and how to do so.	
40	Ways in which the quality of services can be improved.	

The candidate and assessor must only sign below when all Performance Criteria and knowledge points have been met.

Unit assessed as being complete

Candidate's name	
Candidate's signature	
Date submitted to Assessor as complete	

Assessor's name	
Assessor's signature	
Date assessed complete	

Internal Verification

To be completed in accordance with centre's internal verifier (IV) strategy.

Evidence for this Unit was sampled on the following date/s	Internal verifier's signature	Internal verifier's name

This Unit has been subject to an admin check in keeping with the centre's IV strategy.

Date of admin check	Internal verifier's signature	Internal verifier's name

Unit completion confirmed

Internal verifier's name	
Internal verifier's signature	
Date completed	