

H5RM 04 (SCDHSC0443) — Procure Services for Individuals

Overview

This standard identifies the requirement when you procure specific health social or other care services to meet the needs of individuals. This includes specifying services to achieve the outcomes required by individuals and negotiating and agreeing contracts for specific services. It also includes monitoring and evaluating the quality of services provided.

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.

NOTE: Where an individual finds it difficult or impossible to express their own preferences and make decisions about their life, achievement of this standard may require the involvement of advocates or others who are able to represent the views and best interests of the individual.

Where there are language differences within the work setting, achievement of this standard may require the involvement of interpreters or translation services.

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.

The **individual** is the adult, child or young person for whom services are required.

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. Services may be supplied within or beyond the immediate geographical area.

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 22 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.

Specify services to meet the needs of individuals

	Performance Criteria	Evidence Number where this criteria has been met
1	Obtain accurate and up to date information about the individual's specific service requirements and the outcomes to be achieved.	
2	Verify that there is no existing service provision in the area that adequately meets the individual's needs.	
3	Draw up specifications for the services the individual requires.	
4	Ensure your specifications clearly state the aims and objectives of the services required.	
5	Ensure your specifications clearly state how the objectives of services will be monitored and evaluated.	
6	Ensure your specifications reflect recognised best practice in commissioning and delivering services.	
7	Ensure your specifications are clearly in line with work setting and legal requirements.	

Agree contracts for specific services

	Performance Criteria	Evidence Number where this criteria has been met
8	Negotiate the details of contracts with providers in order to ensure that the specific services represent good value for money.	
9	Offer contracts for the provision of services to those providers whose offers meet the specifications.	
10	Ensure the contracts clearly state the aims, objectives and outcomes of services required.	
11	Ensure the contracts clearly state how the objectives of services will be monitored and evaluated.	
12	Ensure the contracts clearly state the milestones and payments to be made to the provider.	
13	Ensure the contracts clearly state the roles and obligations of each party.	
14	Ensure the contracts clearly state the corrective action to be taken if the provider fails to deliver services to specifications.	
15	Ensure the contracts meet work setting and legal requirements.	

Evaluate the quality of services provided

	Performance Criteria	Evidence Number where this criteria has been met
16	Monitor and evaluate the quality of the service provided in line with the contract.	
17	Ensure monitoring and evaluation information is complete, accurate and up to date.	
18	Ensure monitoring and evaluation information meets the requirements for reporting to local, regional and national authorities.	
19	Handle information in ways which maintain confidentiality.	
20	Discuss the findings of your evaluations in an open and constructive way with the providers concerned.	
21	Agree with providers ways in which they can improve the effectiveness of the services they provide within existing contracts.	
22	Recommend ways in which the terms and conditions of future contracts should be changed to improve the effectiveness of services.	

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 43 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	Theories about leadership.	
23	Standards of practice, service standards and guidance relating to the work setting.	
24	National and local initiatives to promote the wellbeing of individuals.	
25	Lessons learned from government reports, research and inquiries into serious failures of health or social care practice and from successful interventions.	
26	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
27	How and when to involve individuals in the procurement, monitoring and evaluation of services to meet their needs and achieve outcomes.	
28	How to use monitoring information to identify where providers are, and are not, meeting contractual requirements.	
29	The partner agencies in the local area.	
30	The range of suitable providers of services outside the local area and the services they provide.	
31	Ways of monitoring and evaluating objectives and levels of service effectively.	
32	The importance of developing clear criteria for evaluation, and how to do so.	
33	How to evaluate fairly against specified criteria.	
34	The information for central reporting on the performance of services.	
35	What service specifications, tender documents and contracts should contain.	
36	How to develop service specifications, tender documents and contracts.	
37	The level of detail providers need to be able to produce an accurately-costed tender.	
38	Procurement procedures.	
39	The terms and conditions of contracts with providers of services.	
40	The range of corrective action that can be taken if providers persistently fail to meet their contractual requirements.	

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
41	Recognised good practice in commissioning and delivering services.	
42	The range of services.	
43	Local, regional and national authorities and their requirements for reporting.	

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	