

# HSC33 Reflect on and develop your practice

## About this workforce competence

This workforce competence covers reflecting on, evaluate and taking action to enhance your own knowledge and practice.

Users of this competence will need to ensure that practice reflects up to date information and policies.

## Links

*This workforce competence links with the following dimensions and levels within the NHS Knowledge and Skills Framework (October 2004)*

Dimension: Core 2 Personal and People Development

Level: 1

## Origin

This workforce competence is from the Health and Social Care suite of National Occupational Standards (2004).

## Key words and concepts

<b>Constructive feedback</b>	Comments about your strengths or areas that need developing, they are useful for improving your practice
<b>Development opportunities</b>	Opportunities that enable you to develop and practice more effectively
<b>Individuals</b>	The actual people requiring health and care services. Where individuals use advocates and interpreters to enable them to express their views, wishes or feelings and to speak on their behalf, the term individual within this standard covers the individual and their advocate or interpreter
<b>Key people</b>	Are those people who are key to an individual's health and social well-being. These are people in the individual's lives who can make a difference to their health and well-being
<b>Others</b>	Are other people within and outside your organisation that are necessary for you to fulfil your job role
<b>Personal and professional development</b>	Knowledge and practice of any type that will enable you to develop within your job role both as a person and as a practitioner
<b>Practice</b>	Practice covers every aspect of the work you do including your skills, knowledge, attitudes and behaviour. It also involves experiences and personal beliefs that might affect your practice
<b>Reflect</b>	This is the process of thinking about every aspect of your practice including identifying where and how it could be improved
<b>Rights</b>	The rights that individuals and key people have to: <ul style="list-style-type: none"><li>• be respected</li><li>• be treated equally and not be discriminated against</li><li>• be treated as an individual</li><li>• be treated in a dignified way</li><li>• privacy</li><li>• be protected from danger and harm</li><li>• be cared for in the way that meets their needs, takes account of their choices and also protects them</li><li>• access information about themselves</li><li>• communicate using their preferred methods of communication and language</li></ul>

## Scope

### **Constructive feedback**

Include that communicated:

- a) verbally;
- b) in written form;
- c) electronically;
- d) in other forms of communication.

With individuals and key people communications should:

- a) use the individual's preferred spoken language;
- b) the use of signs;
- c) symbols;
- d) pictures;
- e) writing;
- f) objects of reference; communication passports;
- g) other non verbal forms of communication;
- h) human and technological aids to communication

### **Development opportunities**

Include:

- a) training;
- b) educational programmes;
- c) coaching; personal and professional support

### **Key people**

Include:

- a) family;
- b) friends;
- c) carers;
- d) others with whom the individual has a supportive relationship

### **Supervision and support**

Includes:

- a) formal;
- b) informal;
- c) provided from within your organisation;
- d) provided from outside your organisation

## Performance Criteria

*You need to:*

1. analyse and **reflect** on what is required for competent, effective and safe **practice**, and provide **active support** for **individuals** and **key people**
2. continually monitor, evaluate and reflect on:
  - your knowledge and skills
  - your attitudes and behaviour
  - any experiences and personal beliefs that might affect your work
  - how well you practice and what could be improved
  - the processes and outcomes from your work
3. seek **constructive feedback** to enable you to develop your practice, from:
  - individuals
  - key people
  - **others** with whom you work or have contact within your work
  - your supervisors
4. identify any actions you need to take to develop and enhance your practice
5. identify the supervision and support systems available to you within and outside your organisation
6. seek and use appropriate supervision and support to reflect on and identify ways to enhance your practice
7. prioritise aspects of your practice that need to be enhanced
8. take action, with supervision and support, to access **development opportunities** that will enhance your knowledge and practice
9. review:
  - how well the development opportunities meet your practice needs
  - in what ways your practice has been improved by the development opportunities
10. use supervision and support to continually assess the implications from any development opportunity on your continuing **personal and professional development** needs
11. keep up-to-date records of your personal and professional development, within confidentiality agreements and according to legal and organisational requirements

## Knowledge and understanding

*You need to apply:*

### **Values**

- K1. A working knowledge of legal and organisational requirements on equality, diversity, discrimination and **rights** when working with individuals and others to improve your knowledge and practice
- K2. A working knowledge of dilemmas and conflicts that you may face in your practice

### **Legislation and organisational policy and procedures**

- K3. A working knowledge of codes of practice and conduct, and standards and guidance relevant to your own role and the roles, responsibilities, accountability and duties of others about personal and professional development
- K4. A working knowledge of current local, UK and European legislation, and organisational requirements, procedures and practices for accessing training and undertaking personal and professional development activities
- K5. A working knowledge of the purpose of, and arrangements for, your supervision and appraisal

### **Theory and practice**

- K6. A working knowledge of how and where to access information and support on knowledge and best practice relevant to your area of work, the individuals and key people with whom you work and the skills and knowledge you need to practice effectively
- K7. A working knowledge of principles underpinning personal and professional development and reflective practice
- K8. A working knowledge of how to work in partnership with individuals, key people and others to enable you to develop and enhance your knowledge and practice
- K9. A working knowledge of development opportunities that can enhance your practice
- K10. A working knowledge of lessons learned from inquiries into serious failure of health and social care practice, and from successful interventions
- K11. A working knowledge of approaches to learning that will allow you to transfer your knowledge and skills to new and unfamiliar contexts