

## **DK6E 04 (HSC416) Develop, implement and review care or support plans with individuals**

### **Elements of competence**

HSC416.1	Develop care or support plans to meet individual needs and preferences
HSC416.2	Implement care or support plans
HSC416.3	Review and revise care or support plans to meet changing needs, preferences and circumstances

### **About this Unit**

For this Unit you will be expected, with the support of other staff, to develop, implement and review 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.

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

**Key people** include: 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 that of others with whom you work; your role, and level of responsibility you have within your organisation to manage activities to achieve an optimum service; the depth and breadth of understanding that will enable you carry out your job role and support others to perform competently; the need to be able to solve problems and resolve conflicts; the need to be able to evaluate, assess situations and act appropriately; systems and processes within your own and across other organisations and the need for you to be able to work in collaboration with individuals<sup>1</sup>, key people and others within and outside your organisation.

### **Values underpinning the whole of the Unit**

The values underpinning this Unit have been derived from the key purpose statement<sup>2</sup>, 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. If you are working with children and young people they can be found in the principles of Care Unit HSC44. If you are working with adults they can be found in HSC45. To achieve this Unit you must demonstrate that you have applied the principles of care outlined in either unit HSC44 or HSC45 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.**

---

<sup>1</sup> If you are working with children and young people the term “individuals” covers children and young people and “key people” covers parents, families, carers, friends and others with whom the child/young person has a supportive relationship  
<sup>2</sup> The key purpose identified for those working in health, social or other 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”

**DK6E 04 (HSC416) Develop, implement and review care or support plans with individuals**

<b>SPECIFIC Evidence Requirements for this unit</b>
<b>Simulation:</b>
<ul style="list-style-type: none"><li>• Simulation is <b>NOT</b> permitted for any part of this unit.</li></ul>
<b>The following forms of evidence ARE mandatory:</b>
<ul style="list-style-type: none"><li>• <b>Direct Observation:</b> Your assessor or an expert witness must observe you in real work activities which provide a significant amount of the performance criteria for most of the elements in this unit. For example, how you ensured that the individual receiving care and other key people were involved in the process, and that they were supported during the review.</li><li>• <b>Reflective Account/professional discussion:</b> You should describe your actions in a particular situation and explain why you did things. For example you could write about how you evaluated the care planning process, taking account of the feedback from the individual and other key people, within and out with your own organisation.</li></ul>
<b>Competence of performance and knowledge could also be demonstrated using a variety of evidence from the following:</b>
<ul style="list-style-type: none"><li>• <b>Questioning/professional discussion:</b> 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.</li><li>• <b>Expert Witness:</b> A designated expert witness may provide direct observation of practice, questioning, professional discussion and feedback on reflective accounts.</li><li>• <b>Witness Testimony:</b> 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, individuals or other key people.</li><li>• <b>Products:</b> These can be any record that you would use within your normal role e.g. care plans, policies and procedures; reports and records; communication records; outline of training plans; supervision notes, minutes of meetings, etc. You need not put confidential records in your portfolio, they can remain where they are normally stored and be checked by your assessor and internal verifier. If you do include them in your portfolio all names and identifying information must be removed to ensure confidentiality. These may also be <b>assignments/projects:</b> For example from HNC, O.U. courses. You could also use evidence of previous in-house training courses/programmes you have completed showing professional development.</li></ul>
<b>GENERAL GUIDANCE</b>
<ul style="list-style-type: none"><li>• 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.</li><li>• 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.</li><li>• 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.</li><li>• All evidence must relate to your own work practice.</li></ul>

**DK6E 04 (HSC416) Develop, implement and review care or support plans with individuals**

**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.**

<b>You need to show that you know, understand and can apply in practice:</b>	<b>Enter Evidence Numbers</b>
<b>Values</b>	
1 Legal and organisational requirements on equality, diversity, discrimination, <b>rights</b> , confidentiality and sharing of information when developing, implementing and reviewing care or support plans.	
2 Knowledge and practice that underpin the holistic person-centred approach which enable you to work in ways that: (a) place the individuals’ preferences and best interests at the centre of everything you do (b) provide active support for the individuals (c) recognise the uniqueness of individuals and their circumstances (d) empower individuals 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 risk when developing, implementing and reviewing care or support plans	
3 How to manage ethical dilemmas and conflicts for individuals, those who use services and staff/colleagues when developing, implementing and reviewing care or support plans.	
4 How to challenge, and to support individuals, key people and others to challenge information, documents, systems, structures, procedures and practices that are discriminatory.	
5 The ways that health, social and care values may differ from those of the individuals and key people you are working with.	
6 How to form relationships that promote the individuals’ rights, choices and well-being.	
<b>Legislation and organisational policy and procedures</b>	
7 Codes of practice and conduct, and standards and guidance relevant to your setting and own and the roles, responsibilities, accountability and duties of <b>others</b> when developing, implementing and reviewing care or support plans.	
8 Current local, UK legislation and organisational requirements, procedures and practices for: (a) data protection (b) health and safety (c) risk assessment and management (d) employment practices (e) protecting individuals from danger, harm and abuse	

**DK6E 04 (HSC416) Develop, implement and review care or support plans with individuals**

<b>You need to show that you know, understand and can apply in practice:</b>	<b>Enter Evidence Numbers</b>
<ul style="list-style-type: none"> <li>(f) your responsibility for keeping yourself, individuals and others safe</li> <li>(g) making and dealing with complaints and whistle blowing</li> <li>(h) multi-disciplinary and multi-agency working</li> <li>(i) working in integrated ways to promote the individual's well-being</li> <li>(j) the planning and provision of services</li> <li>(k) developing, implementing and reviewing care or support plans</li> </ul>	
9 Key government initiatives which affect the development and review of care or support plans to meet individual needs, preferences and circumstances.	
10 How to access, evaluate and influence organisational and workplace policies, procedures and systems for developing, implementing and reviewing care or support plans.	
11 How to access and record information, decisions and judgements for care or support plans.	
12 How different philosophies, principles, priorities and codes of practice can affect inter-agency and partnership working when developing, implementing and reviewing care or support plans.	
<b>Theory and practice</b>	
13 How and where to access literature, information and support to inform your practice when developing, implementing and reviewing care or support plans.	
14 An up-to-date knowledge of: <ul style="list-style-type: none"> <li>(a) literature related to best practice in the development, implementation and review of care or support plans</li> <li>(b) government reports, inquiries and research relevant to the development, implementation and review of care plans</li> <li>(c) government reports, inquiries and research into serious failures to protect individuals, families, carers and other key people</li> </ul>	
15 Theories of: <ul style="list-style-type: none"> <li>(a) facilitating empowerment and participation of individuals and key people in the development, implementation and review of care or support plans</li> <li>(b) the role of family and social support networks in meeting individuals' needs</li> <li>(c) how social and economic circumstances may impact on the individuals' social care, well-being and life chances</li> <li>(d) human resource management in relation to the development, implementation and review of care or support plans</li> <li>(e) human growth and development</li> <li>(f) managing loss and change</li> <li>(g) how stress can affect behaviour</li> <li>(h) how power and influence can be used and abused when developing, implementing and reviewing care or support plans</li> <li>(i) multi-disciplinary and multi-organisational working</li> </ul>	
16 Knowledge of the physical, emotional and health conditions of the individuals for whom you are developing, implementing and	

**DK6E 04 (HSC416) Develop, implement and review care or support plans with individuals**

reviewing care or support plans and how to use this information to make informed decisions for the content of the care or support plans.	
--	--

**DK6E 04 (HSC416) Develop, implement and review care or support plans with individuals**

<b>You need to show that you know, understand and can apply in practice:</b>	<b>Enter Evidence Numbers</b>
17 The factors to take account of when evaluating whether your organisation has the resources (human, physical and financial) to provide the services and facilities.	
18 How to analyse, interpret and balance: (a) individual needs and preferences (b) views of key people (c) evidence, knowledge and practice based information (d) knowledge of individuals' conditions (e) resources and capacity within your organisation to enable you to assess individuals' need and preferences, fairly and ethically	
19 Methods of supporting individuals and key people to: (a) express their wishes, needs and preferences about the delivery of services and facilities (b) understand and take responsibility for promoting their own health and well-being (c) identify how their care needs should be met (d) assess and manage risks to their health and well-being	
20 Methods of supporting staff to work with individuals, key people and others to deliver, implement and evaluate care or support plans.	
21 The stages, procedures, paperwork and people involved in developing, implementing and reviewing care or support plans.	
22 The use of evidence, fact and knowledge based opinions in records and reports and why it is important to differentiate between these and make clear the source of evidence.	
23 What is meant by needs-led and service-led planning and their relevance for reviewing care or support plans.	
24 Reasons for changing resources and care or support plans and how to deal with the effect this may have on individuals.	
25 Why and how the review and revision of care or support plans may have implications for individuals, key people and the existing provision.	

**DK6E 04 (HSC416) Develop, implement and review care or support plans with individuals**

**HSC416.1 Develop care or support plans to meet individual needs and preferences**

Performance criteria		DO	RA	EW	Q	P	WT
		1	You identify and agree the roles and responsibilities of all concerned with the development of <b>care or support plans</b> .				
2	You access and review: (a) <b>information</b> about individuals' needs and preferences and any specific requirements they may have (b) literature and knowledge based research relevant to individuals' needs and preferences						
3	You work with people within and outside your organisation to ensure the development of the best possible care or support plans for individuals.						
4	You involve and support <b>individuals</b> and <b>key people</b> to contribute every point in the development of the care or support plans.						
5	You identify and agree the content of care or support plans, ensuring that: (a) individual needs and preferences are placed at the centre of care or support plan activities (b) the plans provide <b>active support</b> for individuals (c) individuals and key people are protected from danger, harm and abuse (d) <b>risks</b> are managed						
6	You develop care or support plans: (a) according to legal and organisational requirements (b) in a format and language that is understandable and useable by all who need and are required, to access and use them						
7	You check the details and make sure that individuals and key people understand the contents of the plan.						
8	You provide <b>evidenced based</b> records and reports, that detail: (a) actions and decisions about the content of the plan (b) aspects of the plan where there was any disagreement and how this was resolved						

*DO = Direct Observation*

*RA = Reflective Account*

*Q =*

*Questions*

*EW = Expert Witness*

*P = Product (Work)*

*WT = Witness Testimony*

**DK6E 04 (HSC416) Develop, implement and review care or support plans with individuals**

**DK6E 04 (HSC416) Develop, implement and review care or support plans with individuals**

**HSC416.1 Develop care or support plans to meet individual needs and preferences (cont)**

Performance criteria		DO	RA	EW	Q	P	WT
		9	You complete, and support individuals to complete, any necessary paperwork when the final plan has been agreed.				
10	You ensure that the plan is stored, and able to be accessed, within confidentiality agreements and according to legal, organisational and any services requirements.						

**HSC416.2 Implement care or support plans**

Performance criteria		DO	RA	EW	Q	P	WT
		1	You support individuals and key people to understand: <ul style="list-style-type: none"> <li>(a) the arrangements for the implementation of their care or support plan</li> <li>(b) their roles and responsibilities in implementing the care or support plan</li> <li>(c) any areas where their preferences have not been able to be met and why</li> <li>(d) how any emerging problems and crises will be addressed</li> <li>(e) how they can compliment, challenge and complain about the care or support plan and its implementation</li> </ul>				
2	You identify and agree the roles and responsibilities of all concerned with the implementation of care or support plans for individuals.						
3	You carry out your own role and responsibilities in implementing care or support plans, in ways that illustrate best practice to all with whom you work.						
4	You support staff involved in the implementation of care or support plans to: <ul style="list-style-type: none"> <li>(a) work effectively, holistically, inclusively and provide active support for individuals and key people when implementing care or support plans activities</li> <li>(b) understand their role and responsibilities in carrying out specific activities</li> <li>(c) understand and use the best methods to implement the care or</li> </ul>						

**DK6E 04 (HSC416) Develop, implement and review care or support plans with individuals**

Performance criteria	DO	RA	EW	Q	P	WT
	support plan activities to meet individual needs and preferences					

*DO = Direct Observation*

*RA = Reflective Account*

*Q =*

*Questions*

*EW = Expert Witness*

*P = Product (Work)*

*WT = Witness Testimony*

**DK6E 04 (HSC416) Develop, implement and review care or support plans with individuals**

**HSC416.2 Implement care or support plans (cont)**

Performance criteria		DO	RA	EW	Q	P	WT
(a)	record and report any discomfort and change in individuals when working with individuals and implementing care or support plan activities						
5	You support individuals and key people to identify their views and preferences and provide feedback on the implementation of the care or support plan.						
6	You work with all involved to identify and report any changes arising from the impact of the care or support plan on the health and social well-being of the individual.						
7	You address any difficulties arising from changes in resources and to the needs, circumstances and preferences of individuals.						

**HSC416.3 Review and revise care or support plans to meet changing needs, preferences and circumstances**

Performance criteria		DO	RA	EW	Q	P	WT
1	You identify and agree the roles, responsibilities and criteria for judging the quality and effectiveness of care or support plans with all involved.						
2	You work with individuals, key people and <b>others</b> within the outside your organisation to: (b) review all aspects of the care plan (c) agree changes to the care or support plan (d) identify resources necessary to implement any changes						
3	You contribute to, participate in and run meetings and discussions to agree revisions to care or support plans, taking account of any benefits and risks.						
4	You ensure that review meetings are arranged and run in ways which promote the full participation of individuals and key people.						
5	You collate review information and revise care or support plans within agreed timescales.						
6	You ensure that individuals and key people understand the revisions that have been made to the care or support plans and the implications of these for the						

**DK6E 04 (HSC416) Develop, implement and review care or support plans with individuals**

Performance criteria	DO	RA	EW	Q	P	WT
	health, social and other care services that individuals receive.					

*DO = Direct Observation*

*RA = Reflective Account*

*Q =*

*Questions*

*EW = Expert Witness*

*P = Product (Work)*

*WT = Witness Testimony*

**DK6E 04 (HSC416) Develop, implement and review care or support plans with individuals**

**HSC416.3 Review and revise care or support plans to meet changing needs, preferences and circumstances (cont)**

<b>Performance criteria</b>		<b>DO</b>	<b>RA</b>	<b>EW</b>	<b>Q</b>	<b>P</b>	<b>WT</b>
7	You provide evidenced based records and reports, that detail: (a) actions and decisions about the revisions to the plan (b) aspects of the plan where there was any disagreement and how this was resolved						
8	You complete, and support individuals to complete, any necessary paperwork when the revised plan has been agreed.						
9	You ensure that the revised plan is stored and able to be accessed within confidentiality agreements and according to legal, organisational and any service requirements.						

**DK6E 04 (HSC416) Develop, implement and review care or support plans with individuals**

*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: .....