

H5PP 04 (SCDHSC0413) — Manage Requests for Health, Social or Other Care Services

Overview

This standard identifies the requirements when you manage requests for health, social or other care services provided by your organisation. This includes promoting the services offered by your organisation; evaluating your organisation's capacity to provide specific services for individuals; and processing successful and unsuccessful requests for health, social or other care services.

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.

Active participation is a way of working that regards individuals as active partners in their own care or support rather than passive recipients. Active participation recognises each individual's right to participate in the activities and relationships of everyday life as independently as possible.

The **individual** is the adult, child or young person you support or care for in your work

Key people are those who are important to an individual and who can make a difference to his or her wellbeing. Key people may include family, friends, carers and others with whom the individual has a supportive relationship.

Others are your colleagues and other professionals whose work contributes to the individual's wellbeing and who enable you to carry out your role.

Resources are the human, physical and financial resources available to meet the health, social or care needs of individuals and may include your own skills and time; time and skills of other workers; services or support available in or outside of your own organisation; support from within the individual's own network or finances; goods and services.

Risks may include the possibility of danger, damage and destruction to the environment and goods; injury and harm to people; self-harm; bullying; abuse; reckless behaviour.

Services may include services provided to an individual's home (eg meals on wheels, services to meet personal care needs; therapeutic services); services provided to enable individuals to meet their social care needs (eg transport); amenities outside the individual's place of residence (eg day care provision; support groups).

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 34 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.

Promote the health, social or other care services offered by your organisation

	Performance Criteria	Evidence Number where this criteria has been met
1	Ensure that you have sufficient and appropriate information to enable people to understand and make decisions about the appropriateness of the health, social or other care services your organisation can provide to individuals .	
2	Ensure that information you provide is up to date and meets legal, organisational and any service requirements.	
3	Ensure that information you provide is in available in formats, languages and media that individuals and key people can understand.	
4	Ensure that information you provide is held in places that are regularly accessed by individuals and key people.	
5	Maintain contact with people from other organisations, including those who might wish to purchase your services, to keep them up to date with the services your organisation can offer.	
6	Arrange appointments and visits for people who wish to decide about the appropriateness of the services your organisation provides.	
7	Work in ways that promote active participation to enable individuals and key people to identify the specific services they require and to understand how and how far your organisation could meet those requirements.	

Promote the health, social or other care services offered by your organisation (cont)

	Performance Criteria	Evidence Number where this criteria has been met
8	Take opportunities to promote to appropriate audiences the quality of the service your organisation provides.	
9	Be proactive in creating appropriate new opportunities to promote the quality of the service your organisation provides.	

Evaluate your organisation's capacity to provide health, social or other care services for individuals

10	Clarify the urgency of requests received for health, social or other care services.	
11	Schedule evaluations according to needs and any risks that might be caused by delays.	
12	Where initial information is insufficient, request further details about the services required to enable you to evaluate your organisation's capacity to provide the services.	
13	Support individuals, key people and others to understand the processes involved in evaluating whether your organisation is able and willing to meet individuals' health, social or other care needs.	
14	Support individuals, key people and others to understand your own role and the role of others in evaluating whether your organisation is able and willing to meet individuals' health, social or other care needs.	
15	Support individuals, key people and others to understand how and when the outcomes of the evaluation will be communicated to them.	

Evaluate your organisation’s capacity to provide health, social or other care services for individuals (cont)

	Performance Criteria	Evidence Number where this criteria has been met
16	Evaluate requests to establish whether your organisation is able to provide the services requested, taking account of whether you have appropriate resources to meet the needs of the individual.	
17	Immediately inform those requesting a service if your organisation is unable to provide the service requested.	
18	Support individuals, key people and others to understand any options or alternative services that are available.	
19	Deal with all information according to confidentiality agreements.	
20	Record the details of the evaluation and its outcomes, including the rationale for your decisions and actions, within confidentiality agreements and according to legal and work setting requirements.	
21	Ensure records and reports are clear, accurate, concise and available in ways and at a level that can be understood by all who have a right to access them.	
22	Confirm the outcomes of the evaluation with appropriate people and according to legal and work setting requirements.	

Process unsuccessful requests for health, social or other care services

23	Immediately inform those requesting a service if your organisation is unable to provide the service requested.	
24	Support individuals, key people and others to understand any options or alternative services that are available.	

Process successful requests for health, social or other care services

	Performance Criteria	Evidence Number where this criteria has been met
25	Inform the individual, key people and others that your organisation is able to provide the service they require.	
26	Work in ways that promote active participation to clarify with the individual, key people and others the outcomes they seek from the service and how the service will be personalised to the individual.	
27	Negotiate agreement on timescales for delivery of the service, how it will be resourced and any specialist input that will be required.	
28	Negotiate agreement on how risks will be managed and problems addressed.	
29	Establish with the individual and key people how they can provide feedback on the quality of the service and how it will be monitored, evaluated and quality assured.	
30	Provide accurate answers and reassurances to address any questions and concerns that are expressed.	
31	Seek resolution to any areas of conflict or disagreement.	
32	Support individuals and key people to understand your role and the roles of others in delivering and evaluating the health, social or other care services for individuals.	
33	Ensure that you, individuals, key people and others from within and outside your organisation have completed necessary paperwork correctly.	
34	Ensure that copies of documents needed to support the delivery of the service are made available in accessible formats to all who are required to have them.	

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 57 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.	
3	Your duty to report any acts or omissions that could infringe the rights of individuals.	
4	How to deal with and challenge discrimination.	
5	The rights that individuals have to make complaints and be supported to do so.	
6	Conflicts and dilemmas that may arise in relation to rights and how to address them.	

Your practice

	Knowledge and Understanding <i>You need to know and understand:</i>	Evidence Number where this knowledge point has been met
7	Legislation, statutory codes, standards, frameworks and guidance relevant to your work, your work setting and the content of this standard.	
8	Your own background, experiences and beliefs that may have an impact on your practice.	
9	Your own roles, responsibilities and accountabilities with their limits and boundaries.	
10	The roles, responsibilities and accountabilities of others with whom you work.	
11	How to access and work to procedures and agreed ways of working.	
12	The meaning of person-centred/child centred working and the importance of knowing and respecting each person as an individual.	
13	The prime importance of the interests and wellbeing of the individual.	
14	The individual's cultural and language context.	
15	How to build trust and rapport in a relationship.	
16	How to work in ways that promote active participation and maintain individuals' dignity, respect, personal beliefs and preferences.	
17	How to work in partnership with individuals, key people and others.	
18	How to manage ethical conflicts and dilemmas in your work.	
19	How to challenge poor practice.	
20	How and when to seek support in situations beyond your experience and expertise.	

Theory

	Knowledge and Understanding <i>You need to know and understand:</i>	Evidence Number where this knowledge point has been met
21	The nature and impact of factors that may affect the health, wellbeing and development of individuals you care for or support.	
22	Theories underpinning our understanding of human development and factors that affect it.	

Personal and professional development

23	Principles of reflective practice and why it is important.	
24	Your role in developing the professional knowledge and practice of others.	
25	How to promote evidence based practice.	

Communication

26	Factors that can affect communication and language skills and their development in children, young people adults.	
27	Methods to promote effective communication and enable individuals to communicate their needs, views and preferences.	

Health and Safety

28	Legal and statutory requirements for health and safety.	
29	Your work setting policies and practices for monitoring and maintaining health, safety and security in the work environment.	
30	Practices for the prevention and control of infection.	

Safe-guarding

	Knowledge and Understanding <i>You need to know and understand:</i>	Evidence Number where this knowledge point has been met
31	Legislation and national policy relating to the safe-guarding and protection of children, young people and adults.	
32	The responsibility that everyone has to raise concerns about possible harm or abuse, poor or discriminatory practices.	
33	Indicators of potential harm or abuse.	
34	How and when to report any concerns about abuse, poor or discriminatory practice, resources or operational difficulties.	
35	What to do if you have reported concerns but no action is taken to address them.	
36	Local systems and multi-disciplinary procedures that relate to safeguarding and protection from harm or abuse.	

Multi-disciplinary working

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

Handling information

	Knowledge and Understanding <i>You need to know and understand:</i>	Evidence Number where this knowledge point has been met
39	Legal requirements, policies and procedures for the security and confidentiality of information.	
40	Legal and work setting requirements for recording information and producing reports.	
41	Principles of confidentiality and when to pass on otherwise confidential information.	
42	How to record written information with accuracy, clarity, relevance and an appropriate level of detail.	
43	How and where ICT can and should be used for communicating, recording and reporting.	

Leading practice

44	Standards of practice, service standards and guidance relating to the work setting.	
45	National and local initiatives to promote the wellbeing of individuals.	
46	Lessons learned from government reports, research and inquiries into serious failures of health or social care practice and from successful interventions.	
47	Methods of supporting others to work with and support individuals, key people and others.	
48	How to contribute to the development of systems, practices, policies and procedures.	
49	Techniques for problem solving and innovative thinking.	

Risk management

	Knowledge and Understanding <i>You need to know and understand:</i>	Evidence Number where this knowledge point has been met
50	Principles of risk assessment and risk management.	
51	Principles of positive risk-taking.	

Knowledge that is Specific to this NOS

52	The resources available within and outside your organisation to provide health, social or other care services that are flexible and person-centred.	
53	How and where to access literature, information and support to inform your practice for promoting your organisation and managing requests for services.	
54	Methods of promoting your organisation and the services and facilities it offers.	
55	Why it is important to inform people and organisations immediately their request has been rejected.	
56	Factors that you need to take account of when accepting and rejecting people's requests for services.	
57	The stages, procedures, paperwork and people involved in processing requests for health, social or other care services, for requests that have been rejected and those that have been accepted.	

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	