

H5SE 04 (SCDHSC0346) — Support Individuals To Manage Direct Payments

Overview

This standard outlines the requirements when supporting individuals to access and use direct payments. This includes enabling individuals to access information and advice on direct payments and then to manage and monitor their use.

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.

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.

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.

Work with individuals to access information and advice about direct payments

	Performance Criteria	Evidence Number where this criteria has been met
1	Clarify your own understanding of direct payments by accessing and studying up to date and accurate information.	
2	Work with the individual and key people to identify what information and advice they will need to make a decision about using direct payments,	
3	Support the individual and key people to understand information and advice and the implications for themselves.	
4	Work with the individual to identify the strengths they and their networks have that will enable them to access and use direct payments.	
5	Work with the individual to understand the sources of support available for managing direct payments.	
6	Support the individual to access any additional information and support they require.	
7	Provide feedback to the appropriate people and organisations when there are improvements that could be made in the information and services provided.	
8	Access specialist help in areas where you are unable to help individuals on direct payments.	

Support individuals to access direct payments

	Performance Criteria	Evidence Number where this criteria has been met
9	Work with the individual, key people and others to confirm their decision to use direct payments.	
10	Work in ways that promote active participation to support the individual to complete the relevant documents for accessing direct payments.	
11	Involve others in supporting the individual to access direct payments in areas that are beyond your expertise.	

Support individuals to manage their use of direct payments

12	Work in ways that promote the active participation of the individual in managing their direct payments.	
13	Work with others to support the individual in choosing how they would prefer to use direct payments to meet their care and support needs.	
14	Work with others to support the individual in selecting the range of services that meet their needs and provide the best value.	
15	Support the individual to use the services they have selected.	
16	Support the individual to assess the value and effectiveness of the services they are using.	
17	Support the individual to make any changes to the services they are using when these are not meeting their needs.	
18	Work with the individual and key people to maintain any records required to manage the direct payments.	
19	Support the individual to check that any documents from those providing services are correct.	

Support individuals to manage their use of direct payments (cont)

	Performance Criteria	Evidence Number where this criteria has been met
20	Support the individual to submit any documents and claims required to show that they are managing the direct payments correctly.	
21	Support the individual to resolve any difficulties and conflicts in relation to direct payments.	
22	Involve others in supporting the individual to use and monitor direct payments in areas that are beyond your expertise.	

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 46 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.	

Your practice

	Knowledge and Understanding <i>You need to know and understand:</i>	Evidence Number where this knowledge point has been met
6	Legislation, statutory codes, standards, frameworks and guidance relevant to your work, your work setting and the content of this standard.	
7	Your own background, experiences and beliefs that may have an impact on your practice.	
8	Your own roles, responsibilities and accountabilities with their limits and boundaries.	
9	The roles, responsibilities and accountabilities of others with whom you work.	
10	How to access and work to procedures and agreed ways of working.	
11	The meaning of person-centred/child centred working and the importance of knowing and respecting each person as an individual.	
12	The prime importance of the interests and wellbeing of the individual.	
13	The individual's cultural and language context.	
14	How to build trust and rapport in a relationship.	
15	How your power and influence as a worker can impact on relationships.	
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.	

Your practice (cont)

	Knowledge and Understanding <i>You need to know and understand:</i>	Evidence Number where this knowledge point has been met
20	How and when to seek support in situations beyond your experience and expertise.	

Theory

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.	
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Communication

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

Health and Safety

26	Your work setting policies and practices for monitoring and maintaining health, safety and security in the work environment.	
27	Practices for the prevention and control of infection in the context of this standard.	

Safe-guarding

	Knowledge and Understanding <i>You need to know and understand:</i>	Evidence Number where this knowledge point has been met
28	The responsibility that everyone has to raise concerns about possible harm or abuse, poor or discriminatory practices.	
29	Indicators of potential harm or abuse.	
30	How and when to report any concerns about abuse, poor or discriminatory practice, resources or operational difficulties.	
31	What to do if you have reported concerns but no action is taken to address them.	

Handling information

32	Legal requirements, policies and procedures for the security and confidentiality of information.	
33	Legal and work setting requirements for recording information and producing reports.	
34	Principles of confidentiality and when to pass on otherwise confidential information.	

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
35	How direct payments may impact on the power and authority that you and your organisation have over the individual.	
36	How direct payments can increase the life options for the individual.	
37	How direct payments can flexibly meet the needs of the individual for support.	
38	What promotes and what limits the use of direct payments.	
39	How to resolve issues related to direct payments and the support available to help.	
40	How the use of direct payments impacts on your role and that of your organisation.	
41	The impact of direct payments on the role of key people and others in individuals' lives.	
42	Good practice and what works when using direct payments.	
43	The potential organisational blocks to using direct payments and how to tackle them.	
44	How to remove blocks to the individual using direct payments.	
45	How to work with organisations controlled by people using direct payments or providing support for the individual.	
46	How to evaluate the use of direct payments with the individual.	

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	