

H5T2 04 (SCDHSC0386 AG3) — Assist In the Transfer of Individuals Between Agencies and Services

Overview

This standard identifies the requirements when making arrangements for transfer of the care and support of individuals between agencies and services, including referral within an agency such as to a specialist worker. The requirements include supporting individuals as they prepare for transfer, making agency preparations and then supporting individuals during the transfer itself.

This standard is tailored from SFHAG3.

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.

Transfer may be into the agency's services; out of the agency's services.

Transfer requirements may include those relating to the individual's needs; statutory demands; agency policy and practice guidelines.

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 17 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.

Support individuals as they prepare for transfer

	Performance Criteria	Evidence Number where this criteria has been met
1	Clarify with the individual, key people and others the reasons for the transfer , what is likely to happen and when.	
2	Explain clearly to the individual, and other relevant people, their roles and responsibilities in the transfer, and any statutory or agency conditions that are attached to it.	
3	Encourage the individual, and other relevant people, to seek information and express their views.	
4	Identify the support and assistance which the individual will need to help them make the transfer.	
5	Provide clear and accurate information about the support that will be provided and how people should seek further assistance if they need it.	
6	Acknowledge any disagreements that arise and negotiate, with those involved, a working consensus on the way forward.	
7	Seek advice and support promptly through team discussion and/or supervision as appropriate.	

Make agency preparation for individuals' transfer

	Performance Criteria	Evidence Number where this criteria has been met
8	Gather the necessary information on transfer requirements from appropriate people.	
9	Make arrangements and preparations for the individual's transfer which are consistent with the requirements.	
10	Provide clear and accurate information to everyone who needs to know about the transfer arrangements in accordance with confidentiality policies.	
11	Complete records accurately and clearly and store them according to agency requirements.	
12	Make any necessary arrangements to monitor and review the individual's adjustment to change.	

Provide support and supervision during transfer

13	Confirm the individuals and other people's understanding of the transfer arrangements and the reasons for them.	
14	Provide the agreed information, practical assistance and support to meet the individual's, and other people's needs, within the resources available.	
15	Provide support for the individual during transfer consistent with agency policies and practice guidelines.	
16	Complete records accurately and clearly and store them according to agency requirements.	
17	Communicate information to people who are authorised to have it including transfer of the individual's records in accordance with confidentiality policies.	

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 13 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.

Values

	Knowledge and Understanding <i>You need to know and understand:</i>	Evidence Number where this knowledge point has been met
1	The rights of individuals with whom you come into contact.	

Legislation and organisational policy and procedures

2	Legal and organisational requirements and policies requirements relevant to the functions being carried out.	
3	The specific legislation (national and European) which relates to the work you undertake and how to take this into account in your work.	
4	Any particular factors relating to the agency's policies and practices which effect the work undertaken.	

Theory and practice

	Knowledge and Understanding <i>You need to know and understand:</i>	Evidence Number where this knowledge point has been met
5	How to evaluate your own competence when at work and decide when further support and expertise are needed.	
6	The ways in which it is necessary to alter communication when working with different individuals and representatives of different agencies.	
7	The protocols for sharing of information between and within agencies in order to achieve continuity of service for the individual.	
8	The range of different views, feelings and concerns that individuals and other people may have about the individual's transfer.	
9	The different ways in which people react to change.	
10	Ways of providing guidance and support to individuals, including situations when they are distressed, anxious or angry.	
11	How to deal with abusive, aggressive and discriminatory behaviour and situations.	
12	The ways in which individual's culture and gender influence your practice.	
13	How to apply the principles of equality, diversity and anti-discriminatory practice to your work.	

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	