

DK29 04 Promote and manage a quality provision

Elements of competence

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| HSC436.1 | Develop systems to ensure that quality standards are implemented and achieved |
| HSC436.2 | Implement policies to maximise quality of care, protection and appropriate control |
| HSC436.3 | Ensure residents are involved in setting up and monitoring quality systems |
| HSC436.4 | Monitor and review quality systems, policies and procedures |

About this Unit

For this Unit you need to develop and implement quality systems and standards in accordance with regulation and service requirements.

Evidence Requirements for the Unit

It is essential that you adhere to the Evidence Requirements for this Unit – please see details overleaf.

SPECIFIC EVIDENCE REQUIREMENTS FOR THIS UNIT
<p>Simulation:</p> <ul style="list-style-type: none"> • Simulation is NOT permitted for any part of this unit.
<p>The following forms of evidence ARE mandatory:</p> <ul style="list-style-type: none"> • Direct Observation: 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, your assessor or another professional could comment on the method you use to monitor the quality of the service delivery for your workplace and how you involve individuals receiving care in the process. • Reflective Account/professional discussion: You should describe your actions in a particular situation and explain why you did things. For example you could explain the process you use to monitor and improve quality, this would include how you involve the individuals using the service and a detailed examination of the theoretical perspectives which underpin your approach.
<p>Competence of performance and knowledge could also be demonstrated using a variety of evidence from the following:</p> <ul style="list-style-type: none"> • Questioning/professional discussion: 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. • Expert Witness: A designated expert witness may provide direct observation of practice, questioning, professional discussion and feedback on reflective accounts. • Witness Testimony: 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, individual or other key people. • Products: These can be any record that you would use within your normal role e.g., minutes of meetings, supervision notes, outline of training plans, procedures and policies for quality systems, management, monitoring and review records and reports; inspection reports, 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 assignments/projects: 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.
<p>GENERAL GUIDANCE</p> <ul style="list-style-type: none"> • 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. • 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. • 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. • All evidence must relate to your own work practice.

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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.

You need to show that you know, understand and can apply in practice:	Enter Evidence Numbers
Values	
1 Approaches to managing diversity.	
Legislation and organisational policy and procedures	
2 The philosophy, scope and application of relevant legislation for working in social care.	
3 Employment legislation, policies, regulation and standards of practice for quality assurance, and for maintaining a healthy, safe and productive work environment.	
4 Regulatory frameworks for the service and the workforce.	
5 Key government initiatives about: (a) service standards (b) the regulatory framework (c) quality assurance	
6 Guidance, policies and procedures on complaints.	
7 Lessons learned from both serious failure of service and practice, and from successful interventions.	
8 Approaches to quality policies and complaints procedures which are enabling, make them accessible, and take account of feedback to inform and improve practice.	
9 The need to communicate to all involved the results of quality reviews and plans for change.	
10 The impact that the organisation’s culture, and staff competence has on the effectiveness of quality systems.	
11 Approaches to developing a safe, positive and nurturing environment, which enables people to participate in the development, monitoring and review of quality systems and practices.	
12 Approaches to managing resistance to change and development.	
13 The impact of stress and conflict on organisational performance, safety and quality.	
14 The impact of the external environment on quality.	
15 Systems of internal and external accountability for maintaining quality.	
16 Organisational procedures and practices for reporting and recording on quality policies, outcomes and developments.	
17 Working with external management and governance on implementing, monitoring and providing feedback on quality systems, procedures and policies.	

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You need to show that you know, understand and can apply in practice:	Enter Evidence Numbers
Theory and practice	
<p>18 Principles, methods and techniques for:</p> <ul style="list-style-type: none"> (a) establishing, implementing, monitoring and reviewing quality systems, complaints and complaints procedures (b) managing innovation and change (c) implementing and managing quality control systems (d) monitoring the implementation and impact of quality policies (e) involving and consulting with staff and others on quality programmes (f) communicating to all involved the results of quality reviews and plans for change (g) identifying and evaluating the strengths and weaknesses of the provision in relation to the quality assurance (h) monitoring and controlling resources to maintain consistency and quality in the provision 	
<p>19 Theories, models for practice and techniques, grounded on research of what works best, which for this Unit will focus on:</p> <ul style="list-style-type: none"> (a) managing quality (b) empowerment (c) retention (d) supervision (e) motivation (f) individual and team development (g) stress management (h) risk assessment and management 	
<p>20 A workforce development approach focused on workforce analysis and workforce planning, underpinned by an understanding of:</p> <ul style="list-style-type: none"> (a) induction and continuous professional development (b) the use of occupational standards for human resource purposes 	

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HSC436.1 Develop systems to ensure that quality standards are implemented and achieved

Performance criteria		DO	RA	EW	Q	P	WT
		1	You ensure agreed quality standards of practice are maintained and developed.				
2	You identify and act on unprofessional, harmful or dangerous practice through supervision, staff development and training of individuals and the team.						
3	You ensure good practice in the identification and use of relevant adaptations and equipment, the administration of medication, moving and handling and control techniques, necessary to meet the needs of individuals and groups.						
4	You ensure that practice complies with fire, safety, food hygiene and infection control regulations.						
5	You ensure you have adequate training and support to carry out your responsibilities.						
6	You record and report on quality standards within the provision, in accordance with legal, regulatory and service requirements.						

HSC436.2 Implement policies to maximise quality of care, protection and appropriate control

Performance criteria		DO	RA	EW	Q	P	WT
		1	You build relationships individually and within the group, that: (a) demonstrate active listening, respect for their views, concerns and needs, including when their behaviour is challenging (b) enable individuals to raise issues, express their concerns and ask questions when they need clarification (c) provide accurate and accessible information about their contribution (d) respect and promote the residents' rights to privacy, protection and confidentiality, their history, gender, culture, ethnicity, sexuality and spiritual needs				

DO = Direct Observation
 EW = Expert Witness

RA = Reflective Account
 P = Product (Work)

Q = Questions
 WT = Witness Testimony

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HSC436.2 Implement policies to maximise quality of care, protection and appropriate control (cont)

Performance criteria		DO	RA	EW	Q	P	WT
(e)	enable residents to access complaints procedures						
(f)	enable residents to understand their rights, responsibilities and the consequences of their actions						
2	You support those who use services to negotiate their role and contribution to quality assurance systems.						
3	You provide supervision and support to staff to work effectively within quality standards and policies.						
4	You record and report on the quality of care, protection and control, within the provision, in accordance with legal, regulatory and service requirements.						

HSC436.3 Ensure residents are involved in setting up and monitoring quality systems

Performance criteria		DO	RA	EW	Q	P	WT
1	You ensure there are agreed, written policies and procedures for monitoring and reviewing quality systems that are accessible to all the stakeholders.						
2	You ensure that ground rules for participation are in place to promote a culture of participation, honesty, openness, respect and confidentiality.						
3	You ensure that policies and procedures are implemented, agreements and differences of opinion are recorded, the findings reviewed and a programme agreed, to implement the necessary changes.						
4	You record and report on the extent and the effectiveness, of the involvement of residents, in setting up and monitoring quality systems.						

HSC436.4 Monitor and review quality systems, policies and procedures

Performance criteria		DO	RA	EW	Q	P	WT
1	You identify monitoring and review requirements for quality systems, policies and procedures.						

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HSC436.4 Monitor and review quality systems, policies and procedures (cont)

Performance criteria		DO	RA	EW	Q	P	WT
2	You ensure that staff, and those in the provision are: (a) aware of the requirements (b) involved in the monitoring and reviewing of quality systems, policies and procedures						
3	You implement, monitor and review procedures and report on outcomes, to appropriate people and organisations, in accordance with legal, regulatory and service requirements for the provision.						
4	Where quality systems, policies and procedures are weak or need changing, you take action to review and change them, or report the needs to those responsible for this.						
5	Implement, promote, monitor and review an effective complaints procedures.						

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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: