

Overview

This standard identifies the requirements when you contribute to the planning process with individuals. This includes contributing to assessing the preferences and needs of individuals in relation to their care or support, supporting the development and implementation of care or support plans and contributing to the review of these plans.

Performance criteria

Contribute to assessing the preferences and needs of individuals

You must be able to:

- P1 identify your own role and responsibilities in assessing the preferences and needs of the **individual**
- P2 identify the role and responsibilities of the individual, **key people** and **others** in the assessment process
- P3 work with others to confirm that the individual and key people understand the assessment process
- P4 gain agreement from the individual to access and review **information** about their preferences and needs
- P5 work with others to ensure that the assessment process is **adapted** where necessary to enable the individual to have ownership of it
- P6 access any **extra support** you need to enable the individual to **communicate** during the assessment process
- P7 support the individual and key people to express their preferences and needs in relation to the individual's care and support and the outcomes they wish to achieve
- P8 support the individual and key people to highlight any **risks** arising from the preferences, needs and outcomes identified
- P9 ensure the views of the individual, key people and others are taken into account when providing feedback on the individual's health, care and support needs, their preferences and any associated risks
- P10 work with all involved to agree the assessment of the individual's preferences and needs and the outcomes that any care or support should aim to achieve
- P11 work with others to ensure that the assessment information is available to the individual and key people in accessible form
- P12 support the individual and key people to understand the assessment information

Support the development of care or support plans

You must be able to:

- P13 identify your role and responsibilities in supporting the development of the individual's **care or support plan**
- P14 promote the **active participation** of the individual in the planning process
- P15 contribute to consultations about the development of the care or support plan, ensuring that their assessed preferences and needs are taken fully into account
- P16 support the individual and key people to understand why there may be challenges in fully achieving the individual's preferences within the care or support plan

SCDHSC0328

Contribute to the planning process with individuals

- P17 work with others to ensure that the plan is available to the individual and key people in accessible form
- P18 support the individual and key people to understand the plan and its implications and to complete any paperwork required to enable the plan to be implemented
- P19 where appropriate, support the individual and key people to compliment, challenge or complain about the assessment and planning processes and their content

Support the implementation of care or support plans

You must be able to:

- P20 identify your role and responsibilities in implementing the individual's care or support plan
- P21 support the individual and key people to understand the arrangements for the implementation of the plan
- P22 ensure that you are able to carry out the activities within the plan for which you are responsible
- P23 support others to carry out the activities for which they are responsible
- P24 observe the individual when you carry out activities
- P25 support the individual, key people and others to monitor changes in the individual's preferences, needs and circumstances
- P26 check your observations with the individual, key people and others
- P27 complete records and reports in accordance with work setting requirements on any significant changes to the individual's preferences, needs and circumstances and any risks that may arise from them
- P28 work with all involved to adjust implementation of the plan to take account of changes arising from its impact on the health and social well-being of the individual

Contribute to reviewing care or support plans

You must be able to:

- P29 confirm your own responsibilities and those of others in providing feedback on the implementation of the individual's care or support plan
- P30 support the individual and key people to identify parts of the plan which best meet the individual's preferences and needs
- P31 support the individual and key people to identify parts of the plan that need changing
- P32 support the individual and key people to identify changes to the individual's preferences, needs and circumstances that could affect the plan and its implementation
- P33 provide feedback to the appropriate people on the strengths and limitations of the plan in achieving outcomes and meeting the preferences and needs of the individual

SCDHSC0328

Contribute to the planning process with individuals

- P34 support the individual and key people to understand how their feedback will be used to inform changes to the plan
- P35 where there are differences of view or conflicts about feedback and observations, follow work setting procedures and practices to address the issues raised
- P36 contribute to meetings and discussions to agree revisions to the implementation of the care or support plan
- P37 contribute to implementing any changes to the plan that are within your role and responsibilities
- P38 work with the individual to complete any paper work required to enable the revised plan to be implemented
- P39 complete records and reports on the review and revision of the care or support plan in accordance with your role and responsibilities, work setting requirements and confidentiality agreements

Knowledge and understanding**Rights**

You need to know and understand:

- K1 legal and work setting requirements on equality, diversity, discrimination and rights
- K2 your role in promoting individuals' rights, choices, wellbeing and active participation
- K3 your duty to report any acts or omissions that could infringe the rights of individuals
- K4 how to deal with and challenge discrimination
- K5 the rights that individuals have to make complaints and be supported to do so

Your practice

You need to know and understand:

- K6 legislation, statutory codes, standards, frameworks and guidance relevant to your work, your work setting and the content of this standard
- K7 your own background, experiences and beliefs that may have an impact on your practice
- K8 your own roles, responsibilities and accountabilities with their limits and boundaries
- K9 the roles, responsibilities and accountabilities of others with whom you work
- K10 how to access and work to procedures and agreed ways of working
- K11 the meaning of person-centred/child centred working and the importance of knowing and respecting each person as an individual
- K12 the prime importance of the interests and well-being of the individual
- K13 the individual's cultural and language context
- K14 how to build trust and rapport in a relationship
- K15 how your power and influence as a worker can impact on relationships
- K16 how to work in ways that promote active participation and maintain individuals' dignity, respect, personal beliefs and preferences
- K17 how to work in partnership with individuals, key people and others
- K18 how to manage ethical conflicts and dilemmas in your work
- K19 how to challenge poor practice

SCDHSC0328

Contribute to the planning process with individuals

-
- K20 how and when to seek support in situations beyond your experience and expertise

Theory

You need to know and understand:

- K21 the nature and impact of **factors that may affect the health, wellbeing and development** of individuals you care for or support
- K22 theories underpinning our understanding of human development and factors that affect it

Personal and professional development

You need to know and understand:

- K23 principles of reflective practice and why it is important

Communication

You need to know and understand:

- K24 factors that can affect communication and language skills and their development in children, young people adults
- K25 methods to promote effective communication and enable individuals to communicate their needs, views and preferences

Health and Safety

You need to know and understand:

- K26 your work setting policies and practices for monitoring and maintaining health, safety and security in the work environment
- K27 practices for the prevention and control of infection in the context of this standard

Safe-guarding

You need to know and understand:

- K28 the responsibility that everyone has to raise concerns about possible harm or abuse, poor or discriminatory practices
- K29 indicators of potential harm or abuse
- K30 how and when to report any concerns about abuse, poor or discriminatory practice, resources or operational difficulties
- K31 what to do if you have reported concerns but no action is taken to address them

Handling information

You need to know and understand:

- K32 legal requirements, policies and procedures for the security and confidentiality of information

SCDHSC0328

Contribute to the planning process with individuals

- K33 legal and work setting requirements for recording information and producing reports
- K34 principles of confidentiality and when to pass on otherwise confidential information

Specific to this NOS

You need to know and understand:

- K35 the importance of holistic and person centred approaches in the assessment and planning processes
- K36 the importance of specifying outcomes and review points
- K37 how assessment and planning processes could be adapted to ensure that individuals have ownership of their own assessment and plan
- K38 methods of working in partnership to monitor, review and evaluate care or support plans
- K39 methods of supporting the individual to lead or participate fully in assessments, planning and reviews
- K40 methods of supporting the individual to understand and take responsibility for promoting their own health and care
- K41 methods of supporting the individual to identify how their support needs should be met and to assess and manage risks to their health and well-being
- K42 role of relationships and support networks in the assessment of individual needs and support planning, implementation and review
- K43 the significant changes that are likely to affect the needs and circumstances of the individual and how these will impact on the assessment of their needs and the development, implementation and review of care or support plans
- K44 reasons for revising care or support plans regularly and how to deal with the effects that revisions may have on the individual

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

Adapted may include adjusting the pace of the process; changing times and locations for meetings or assessment activities; adapting assessment materials and activities; ensuring information is presented in accessible formats; using assistive technology

A **care or support plan** is a formal plan that must be developed and agreed with the individual and/or those who are able to represent the individual's best interests. It addresses the holistic needs of the individual and contains information on all aspects of that person's care requirements. The care or support plan must underpin the individual's care and support within any health or social care setting.

To **communicate** may include 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

Extra support could include the use of key people and other professionals such as interpreters, translators, signers etc or specialist equipment to aid the individual's communication

The **individual** is the person you support or care for in your work

Information may include any plans, care or support needs assessments, records and reports relevant to the individual's preferences and needs

Key people are those who are important to an individual and who can make a difference to his or her well-being. 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

SCDHSC0328

Contribute to the planning process with individuals

the individual's well-being and who enable you to carry out your role
A **risk** takes account of the likelihood of a hazard occurring and may include the possibility of danger, damage and destruction to the environment and goods; the possibility of injury and harm to people

SCDHSC0328

Contribute to the planning process with individuals

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

SCDHSC0328

Contribute to the planning process with individuals

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 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

SCDHSC0328

Contribute to the planning process with individuals

Developed by	Skills for Care and Development
Version number	1
Date approved	March 2012
Indicative review date	August 2014
Validity	Current
Status	Original
Originating organisation	Skills for Care and Development
Original URN	HSC328
Relevant occupations	Health, Public Services and Care; Health and Social Care; Associate Professionals and Technical Occupations; Health and Social Services Officers; Health Associate Professionals; Personal Service Occupations; Healthcare and Related Personal Services;
Suite	Health and Social Care
Key words	contribute, care, development, needs