

Overview

This standard identifies the requirements when you assess the preferences and the care or support needs of individuals. This begins by working with individuals to carry out a comprehensive assessment of their preferences, needs and strengths and the outcomes they wish to achieve through care or support. The standard also covers the need to make assessment information available in accessible forms. It includes revising assessments to meet changes in individuals' care or support needs and preferences.

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Performance criteria

Work with individuals to assess their preferences and care or support needs

You must be able to:

- P1 establish trust and rapport between the **individual, key people** and yourself
- P2 review existing notes, records and assessments about the preferences and care or support needs of the individual
- P3 access any **extra support** needed to enable the individual to be fully involved in the **care or support needs assessment** process and to communicate their preferences and needs
- P4 ensure that all **information** relating to the assessment is provided in a language and format accessible to the individual and key people
- P5 provide information that will enable the individual to assess their own care or support needs
- P6 identify the issues to be included in a comprehensive, individualised assessment, ensuring that these cover the individual's short, medium and long term needs and take account of their strengths and abilities
- P7 carry out the comprehensive assessment in a way that promotes the **active participation** of the individual, key people and others
- P8 pay attention to the individual's own account of their circumstances
- P9 agree with the individual and key people the outcomes they wish to achieve in the short, medium and long term
- P10 ensure that the individual's family and personal networks are recognised as potential resources to address preferences and needs
- P11 provide accessible information that will enable the individual and key people to make informed decisions about their preferences for the care and support they will receive
- P12 work together to address any areas where there are conflicting views relating to the assessment
- P13 provide information and advice about how the individual and key people can challenge any aspect of the assessment with which they are unhappy

Make assessment information available to those who have a right to see it

You must be able to:

- P14 complete **records** of the assessment including outcomes, actions and decisions; how conclusions of the assessment were received and understood; how conflicts and issues were resolved and whether any still remain unresolved
- P15 ensure that records relating to the assessment are available in

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accessible ways to those who need to and have the right to access them, within confidentiality agreements and according to legal and work setting requirements

P16 support the individual and key people to understand their care or support needs assessment and the implications of it

P17 ensure that your team members are provided with relevant assessment information, in writing, to support their work activities with the individual

Revise assessments in the light of changing preferences and needs

You must be able to

P18 establish procedures and systems to enable the individual, key people and **others** to report changes to the preferences, care or support needs and circumstances of the individual

P19 support the individual, key people and others to report changes they identify

P20 evaluate information received about changes in the preferences, needs and circumstances of the individual

P21 discuss any changes to care or support needs with others, within confidentiality agreements and according to legal and work setting requirements

P22 support the individual and key people to communicate aspects of the original assessment that should remain the same and those that may need to be changed

P23 agree with the individual, key people and others within and outside your organisation how the assessment should be revised

P24 carry out a wider re-assessment of the individual's care or support needs where necessary

P25 revise the care or support needs assessment to address the changing preferences, needs and circumstances of the individual and key people

P26 document the changes that are the rationale for revising the assessment

P27 complete required records of the revised assessment including outcomes, actions and decisions; how revisions were received and understood; how conflicts and issues were resolved and whether any still remain unresolved

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Knowledge and understanding

You need to know and understand:

Rights

- 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
- K6 conflicts and dilemmas that may arise in relation to rights and how to address them

Your practice

You need to know and understand:

- K7 legislation, statutory codes, standards, frameworks and guidance relevant to your work, your work setting and the content of this standard
- K8 your own background, experiences and beliefs that may have an impact on your practice
- K9 your own roles, responsibilities and accountabilities with their limits and boundaries
- K10 the roles, responsibilities and accountabilities of others with whom you work
- K11 how to access and work to procedures and agreed ways of working
- K12 the meaning of person-centred/child centred working and the importance of knowing and respecting each person as an individual
- K13 the prime importance of the interests and well-being of the individual
- K14 the individual's cultural and language context
- K15 how to build trust and rapport in a relationship
- K16 how your power and influence as a worker can impact on relationships
- K17 how to work in ways that promote active participation and maintain individuals' dignity, respect, personal beliefs and preferences
- K18 how to work in partnership with individuals, key people and others
- K19 how to manage ethical conflicts and dilemmas in your work
- K20 how to challenge poor practice
- K21 how and when to seek support in situations beyond your experience and expertise

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Theory

You need to know and understand:

- K22 the nature and impact of **factors that may affect the health, wellbeing and development of individuals** you care for or support
- K23 theories underpinning our understanding of human development and factors that affect it

Personal and professional development

You need to know and understand:

- K24 principles of reflective practice and why it is important
- K25 your role in developing the professional knowledge and practice of others
- K26 how to promote evidence based practice

Communication

You need to know and understand:

- K27 factors that can affect communication and language skills and their development in children, young people adults
- K28 methods to promote effective communication and enable individuals to communicate their needs, views and preferences

Health and Safety

You need to know and understand:

- K29 legal and statutory requirements for health and safety
- K30 your work setting policies and practices for monitoring and maintaining health, safety and security in the work environment
- K31 practices for the prevention and control of infection in the context of this standard

Safe-guarding

You need to know and understand:

- K32 legislation and national policy relating to the safe-guarding and protection of children, young people and adults
- K33 the responsibility that everyone has to raise concerns about possible harm or abuse, poor or discriminatory practices
- K34 indicators of potential harm or abuse
- K35 how and when to report any concerns about abuse, poor or discriminatory practice, resources or operational difficulties
- K36 what to do if you have reported concerns but no action is taken to address them
- K37 local systems and multi-disciplinary procedures that relate to safeguarding and protection from harm or abuse

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Multi-disciplinary working

You need to know and understand:

- K38 the purpose of working with other professionals and agencies
- K39 the remit and responsibilities of other professionals and agencies involved in multi-disciplinary work

Handling information

You need to know and understand:

- K40 legal requirements, policies and procedures for the security and confidentiality of information
- K41 legal and work setting requirements for recording information and producing reports
- K42 principles of confidentiality and when to pass on otherwise confidential information
- K43 how to record written information with accuracy, clarity, relevance and an appropriate level of detail
- K44 how and where electronic communications can and should be used for communicating, recording and reporting

Leading practice

You need to know and understand:

- K45 theories about leadership
- K46 standards of practice, service standards and guidance relating to the work setting
- K47 national and local initiatives to promote the well-being of individuals
- K48 lessons learned from government reports, research and inquiries into serious failures of health or social care practice and from successful interventions
- K49 methods of supporting others to work with and support individuals, key people and others
- K50 how to contribute to the development of systems, practices, policies and procedures
- K51 techniques for problem solving and innovative thinking

Risk management

You need to know and understand:

- K52 principles of risk assessment and risk management
- K53 principles of positive risk-taking

Specific to this NOS

You need to know and understand:

- K54 the role of family and social support networks in meeting the individual's needs

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- K55 human resource management in relation to care needs assessment and review
- K56 how power and influence can be used and abused when carrying out care needs assessments
- K57 knowledge of the physical, emotional and health conditions of the individual for whom you are carrying out the assessment and how to use this information to make informed decisions for care needs assessment and reviews
- K58 how to analyse, balance and interpret the individual's needs and preferences with views of other people, evidence, knowledge and practice based information and knowledge of the individual's conditions to enable you to assess the individual's needs and preferences, fairly and ethically
- K59 methods of supporting the individual and key people to express their wishes, needs and preferences to support them to understand and take responsibility for promoting their own health and well-being, to identify how their care needs should be met and to assess and manage risks to their health and well-being
- K60 methods of assessment and review
- K61 methods of observing and assessing the individual's needs, circumstances and preferences
- K62 methods of identifying, agreeing and monitoring outcomes
- K63 methods of providing accurate and accessible feedback on assessments

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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 support 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

Care or support needs assessment is a comprehensive and person centred assessment that will assess the individual's strengths, needs and preferences. The needs may encompass those relating to physical health, mental health, medication, independence, personal safety, risks. Wider aspects important to the individual may relate to their language, culture, beliefs, interests, aspirations, resilience, resourcefulness and life experiences

Extra support may include the use of key people and other professionals such as interpreters, translators, signers; or specialist equipment to aid communication

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

Information could be verbal, written or electronic and needs to be in a format that is accessible to the individual and should be provided within confidentiality agreements and according to legal and work setting requirements

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 the individual's well-being and who enable you to carry out your role

Records of assessment must be evidence-based and meet legal and work setting requirements

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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 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

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Relevant occupations	Health, Public Services and Care; Health, 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; Managers and Senior Officials; Childcare and Related Personal Services
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