

SCDHSC0433

Develop joint working arrangements for health and social care services



Overview

This standard outlines the requirements when you develop joint working agreements and practices to deliver health and social care services in the most effective ways. This includes establishing the opportunity for joint working and agreeing joint working agreements and practices. It also addresses continuous improvement of joint working arrangements through implementation and review.

Performance criteria

Establish requirements for joint working

You must be able to:

- P1 identify areas where you and your organisation have gaps in experience and expertise that affect your capacity to provide effective health and social care services for **individuals** and **key people**
- P2 access accurate and up to date information about workers, departments, organisations and agencies who could help you and your organisation deliver more effective services
- P3 identify specific areas where the experience and expertise of people from other departments, agencies and organisations could complement or enhance the work of your own department, agency or organisation
- P4 identify which people and organisations would be best to collaborate with in order to deliver more effective services
- P5 develop an initial proposal for joint working
- P6 approach identified people and organisations with an invitation to consider your proposal
- P7 evaluate together the opportunities and benefits of joint working to achieve outcomes for the individual and key people and the purpose of a specific joint working arrangement

Agree joint working arrangements

You must be able to:

- P8 contribute to agreeing the roles and responsibilities of all involved in the joint working arrangement, including lead responsibility, ways of working, contact arrangements and reporting processes
- P9 contribute to agreeing how all involved will work with the individual, key people and others to maximise effective support and avoid duplication
- P10 develop strategies, procedures and practices to deal with areas of potential conflict or overlap
- P11 ensure that joint working arrangements comply with legal, regulatory and organisational policies and practices
- P12 agree strategies to maintain the confidentiality and security of information, ensuring they comply with legal and organisational requirements, the policies and procedures of all departments, organisations and agencies involved and any professional and regulatory codes that apply
- P13 share essential information across organisational boundaries within agreed protocols, confidentiality agreements and according to legal and organisational requirements
- P14 work with all involved to set up systems to monitor, review and evaluate the effectiveness of the joint working procedures and

SCDHSC0433

Develop joint working arrangements for health and social care services

practices

Implement joint working arrangements

You must be able to:

- P15 clarify boundaries, roles and responsibilities for providing health and care services through the joint working arrangement
- P16 work with all involved to agree activities for your team members which makes best use of their preferences and abilities
- P17 ensure that any work you agree to undertake is appropriate, including your team's capacity to meet the communication and language preferences and needs of the individual, key people and others
- P18 ensure that any work you agree to undertake complies with legal and organisational policies and procedures and any regulatory codes with which you must comply
- P19 ensure that commitments assigned to team members are realistic
- P20 carry out your allocated and agreed work
- P21 work with all involved to integrate the skills, values, perspectives and experience of the joint team

Continuously improve joint working arrangements

You must be able to:

- P22 use the agreed systems to monitor joint working procedures and practices
- P23 re-negotiate commitments that are not able to be honoured
- P24 contribute to the review of joint working agreements and practices at agreed times and in agreed ways
- P25 contribute to evaluating the joint working arrangements against agreed criteria
- P26 work with all involved to identify adjustments that will improve the effectiveness and outcomes of joint working arrangements
- P27 where reviews indicate that changes in working practices would improve the service and/or save resources, negotiate such changes with all involved

SCDHSC0433

Develop joint working arrangements for health and social care services

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

SCDHSC0433

Develop joint working arrangements for health and social care services

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

SCDHSC0433

Develop joint working arrangements for health and social care services

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 how and where to access literature, information and support to inform your colleagues' practice about joint working
- K55 an up to date knowledge of the literature related to best practice in joint working, government reports, inquiries and research relevant to joint working

SCDHSC0433

Develop joint working arrangements for health and social care services

- K56 key government initiatives which affect the organisational practices when working jointly with other departments, agencies and organisations
- K57 how to access, evaluate and influence organisational and workplace policies, procedures and systems for joint working
- K58 how different philosophies, principles, priorities and codes of practice can affect interagency and partnership working
- K59 policies, practices and procedures of other organisations and workers which affect the opportunities and boundaries of joint work
- K60 theories of communication and inter-action required for effective joint working; collaborative, inter-disciplinary and inter-agency working; stress and how it can affect behaviour; power relationships and how these can be used and abused when working jointly
- K61 the differences between inter-disciplinary, inter-agency and multi-disciplinary and multi-organisational working and how these can affect joint working agreements
- K62 methods of working jointly to support individuals and key people
- K63 the use of evidence based practice to justify your actions and decisions and record and report processes and outcomes of your work
- K64 how joint working can benefit from or be hindered by working practices; aims and objectives; management, decision making and resource allocation processes; statutory requirements for reporting and accountability; differing perceptions of the focus or importance of the work or of individuals' needs
- K65 ways of negotiating, gaining agreement for and working within joint working agreements and practices
- K66 concepts of co-operation, collaboration, co-ordination and conflict
- K67 individuals' styles of inter-action and how these can affect joint working
- K68 criteria to be considered when deciding the appropriate level of contact with other departments, agencies and organisations
- K69 why individuals in your own and other organisations need to be informed about changes to established joint working practices

SCDHSC0433

Develop joint working arrangements for health and social care services

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 well-being. Key people may include family, friends, carers and others with whom the individual has a supportive relationship.

SCDHSC0433

Develop joint working arrangements for health and social care services

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 the 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

SCDHSC0433

Develop joint working arrangements for health and social care services

Developed by	Skills for Care & Development
Version number	1
Date approved	March 2012
Indicative review date	August 2014
Validity	Current
Status	Original
Originating organisation	Skills for Care & Development
Original URN	HSC0433
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	develop, maintain, practices, review