# SCDHSC0415
# Lead the service delivery planning process to achieve outcomes for individuals

**Overview**

This standard outlines the requirements when you lead the service delivery planning process to achieve outcomes that will meet individuals' preferences and needs. It includes developing, agreeing, monitoring and reviewing service delivery plans for health, social or other care services. It also includes making any adjustments necessary to service delivery plans to improve outcomes for individuals.

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**Develop service delivery plans**

P1    review relevant documents and other **information** to identify the assessed needs of the **individual**, including any specialist needs and communication requirements

P2    support the individual and **key people** to identify the individual's needs and preferences about the way the health, social or other care service should be provided, taking account of the individual's chosen life style

P3    support the individual and key people to identify any implications and **risks** involved in responding to their preferences

P4    work in ways that promote **active participation** to enable the individual to maximise their potential and maintain their independence

P5    work with the individual and key people to develop an agreed service delivery plan that identifies the areas of health, social or other care that will be provided by the individual's family, friends and personal networks; and areas of health, social or other care that will be provided by you and people within and outside your work setting

P6    ensure the plan identifies actions to be taken by people within and outside your work setting to meet the assessed preferences and needs of the individual

P7    ensure the plan identifies areas of flexibility and enables the individual to maximise their potential and maintain their independence

P8    ensure the plan establishes individualised and agreed procedures for managing risks

P9    ensure the plan records any areas where the service is not the individual's first preference or where there are conflicts or concerns

P10    ensure the plan details procedures and practices for monitoring and reviewing the plan with the individual and key people

P11    produce the service delivery plan in a format and language that is appropriate to the complexity of the service to be provided and that is understandable and useable by all who will access and use it

P12    check the detail of the plan with the individual and key people

P13    record any necessary changes to meet agreed preferences and needs

P14    acquire necessary signatures when the final plan has been agreed

**Monitor service delivery plans**

P15     ensure that the plan is held by the individual, unless there are clear and recorded reasons not to do so

P16     establish procedures and practices to enable the individual, key people and **others** providing services to provide feedback on changes to the individual's preferences and needs whenever necessary

P17     ensure that the individual and key people who can and should provide feedback on changes are able to use feedback procedures and practices effectively

P18     evaluate feedback from all sources promptly

P19     work with the individual and key people to identify adjustments that need to be made to the service delivery plan to meet the individual's changing preference and needs

P20     seek further information and advice on the implications for the individual of any proposed adjustments to the service delivery plan

P21     support the individual and key people to agree proposed adjustments

P22     report on changes and proposed changes to relevant people within and outside your work setting, in accordance with legal and work setting requirements

**Review service delivery plans**

P23     identify legal and work setting requirements for the review of the service delivery plans

P24     support the individual and key people to understand and use the processes and procedures set in place to review and amend the service delivery plan

P25     ensure that those within and outside your work setting are aware of their roles and responsibilities in reviewing the service delivery plan

P26     support the individual, key people and those within and outside your work setting to identify the strengths of the service delivery plan in meeting the individual's preferences and needs and parts of the service delivery plan that could be strengthened

P27     support the individual, key people and those within and outside your work setting to identify changes that need to be made to the service delivery plan

P28     evaluate all relevant information to identify amendments needed to the service delivery plan

P29     agree changes to the service delivery plan with the individual, key people and relevant people within and outside your work setting

P30     check the detail of the revised plan with the individual, key people

and others involved

P31 acquire necessary signatures when the revised plan has been agreed

P32 provide copies of the plan to those who have the right to access it

P33 support the individual and key people to understand when changes to the service delivery plan will be made and how changes will affect the health, social or other care services they use

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## Knowledge and understanding

**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**

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

**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

**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

### 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**

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| K54 | policies, procedures and systems for developing, monitoring and reviewing service delivery plans |
| K55 | the factors to take account of when evaluating whether your organisation has the human, physical and financial resources to provide the services and facilities |
| K56 | methods of supporting individuals and key people to express their preferences and needs about the delivery of services and facilities |
| K57 | methods of supporting individuals to understand and take responsibility for promoting their own health and well- being |
| K58 | methods of supporting individuals to identify how their care or support needs should be met |
| K59 | methods of supporting staff to work with individuals, key people and others to implement and evaluate service delivery plans |
| K60 | the stages, procedures, paperwork and people involved in developing, monitoring and reviewing service delivery plans |
| K61 | how to work with individuals, key people and others within and outside your organisation to develop, monitor and review service delivery plans to meet the preferences and needs of individuals |

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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
The **individual** is the adult, child or young person for whom services are required
**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
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

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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**

**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

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