

SCDHSC3115

Process information for use in decision-making



Overview

This standard identifies the requirements when you process information so that sound decisions can be taken. This includes receiving, analysing and processing information; accessing and using information to inform decisions; and following work setting procedures to record, store and share information in ways that respect the rights of individuals.

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Performance criteria

Process information to be used for decision-making

You must be able to:

- P1 use work setting systems and procedures to receive and retrieve **information**
- P2 ensure that information is obtained in ways that are consistent with legal and work setting requirements
- P3 record information received in accordance with legal and work setting requirements
- P4 check the accuracy of the information
- P5 analyse the information
- P6 take appropriate action where information is inadequate, contradictory or ambiguous
- P7 identify any actions to be taken as a result of the information and their urgency
- P8 carry out any immediate actions required as a result of the information
- P9 follow work setting procedures to organise and prioritise the information
- P10 process the information in accordance with work setting policies and procedures

Use information to make decisions about actions to be taken

You must be able to:

- P11 identify sources of information you need to make decisions about actions affecting **individuals, key people or others**
- P12 use reliable and up to date sources to acquire accurate, relevant and sufficient information to support decisions
- P13 clarify the reasons for making specific decisions
- P14 select information which is accurate, relevant and sufficient to enable reliable decisions to be made
- P15 collate the information in ways that will facilitate its use in decision-making
- P16 use the selected information to identify actions that should be taken
- P17 where necessary seek additional advice and support to enable you to make informed decisions
- P18 support your decisions with reasoned argument and appropriate evidence
- P19 complete records and reports on the outcomes of the decisions and actions in accordance with legal and work setting requirements
- P20 report on the decision-making process in accordance with legal and work setting requirements

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Follow policies and procedures for recording, storing and sharing information

You must be able to:

- P21 follow legal and work setting requirements for recording and storing information and ensuring it is secure
- P22 work in accordance with legal and work setting requirements when sharing information with others
- P23 ensure that your records and reports are not discriminatory
- P24 use work setting policies and procedures to challenge information and records which are found to be discriminatory
- P25 record information so that those who access it can understand it, identify the sources of evidence, follow your analytical and decision making processes and differentiate fact from opinion
- P26 record information so that those who are accessing it can identify what actions were taken, when they were taken and the reasons for them
- P27 use work setting systems and procedures to record and store information so that it is available in the required format to those who have the right to access it and to no-one else
- P28 identify how work setting systems and procedures for recording and storing information and keeping it secure could be improved
- P29 make recommendations for improvements through the appropriate channels
- P30 provide opportunities for individuals, key people and others to make suggestions for improvements to systems, procedures and practices for recording, storing and security of information

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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 prime importance of the interests and well-being of the individual
- K12 how to build trust and rapport in a relationship
- K13 how your power and influence as a worker can impact on relationships
- K14 how to work in ways that promote active participation and maintain individuals' dignity, respect, personal beliefs and preferences
- K15 how to work in partnership with individuals, key people and others
- K16 how to manage ethical conflicts and dilemmas in your work
- K17 how to challenge poor practice
- K18 how and when to seek support in situations beyond your experience and expertise

Personal and professional development

You need to know and understand:

- K19 principles of reflective practice and why it is important

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Communication

You need to know and understand:

- K20 factors that can affect communication and language skills and their development in children, young people adults
- K21 methods to promote effective communication and enable individuals to communicate their needs, views and preferences

Safe-guarding

You need to know and understand:

- K22 the responsibility that everyone has to raise concerns about possible harm or abuse, poor or discriminatory practices
- K23 indicators of potential harm or abuse
- K24 how and when to report any concerns about abuse, poor or discriminatory practice, resources or operational difficulties
- K25 what to do if you have reported concerns but no action is taken to address them

Handling information

You need to know and understand:

- K26 legal requirements, policies and procedures for the security and confidentiality of information
- K27 legal and work setting requirements for recording information and producing reports
- K28 principles of confidentiality and when to pass on otherwise confidential information

Specific to this NOS

You need to know and understand:

- K29 how and where to access information and support that can inform your practice when receiving, analysing, processing, using and storing information
- K30 how to judge the accuracy, relevance and sufficiency of information required to support decision making in different contexts
- K31 how to identify information which may be contradictory, ambiguous or inadequate and how to deal with these problems
- K32 the importance of management information to individuals, key people and organisational effectiveness
- K33 the types of qualitative and quantitative information which are essential to you, and how to identify and access these
- K34 the range of up to date sources of information and how to access these
- K35 how to identify new sources of information which may be required
- K36 how to assess the effectiveness of current methods of collecting and storing information and the procedures to follow in order to make recommendations on improvements
- K37 validity, reliability and sufficiency of information to inform actions

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- K38 the different purposes for which information may be required and the degree of detail necessary for these different purposes
- K39 how to manage sensitive information
- K40 the particular issues which have to be taken into account regarding how information is transmitted and shared with other people and organisations
- K41 recording and reporting procedures and requirements for different purposes and different audiences

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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.

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

Information may be any form of communication from and about individuals, key people and other people and organisations. Information might be about legislation or working practices which should be passed on and for which your organisation may have procedures set in place

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

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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.

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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