

SCDHSC3120

Assess performance in health and social care services



Overview

This standard identifies the requirements when you assess the performance of team members working in health and social care services. This includes preparing to assess performance, carrying out the assessment in safe and ethical ways and giving feedback to the team member on the outcome of your assessment decision.

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Performance criteria

Prepare to assess team members' performance

You must be able to:

- P1 agree with the team member which standards you will assess their performance against
- P2 agree with the team member how and when you will watch them perform their work activities to compare their performance with the agreed standard
- P3 give the team member advice on how to collect other appropriate evidence
- P4 with the team member, identify who may be involved in or affected by your assessment
- P5 with the team member, consider any ethical issues that may be raised by the proposed assessment
- P6 check legal and work setting requirements regarding any assessment that may directly involve or affect an **individual**
- P7 with the team member, negotiate agreement on arrangements with those who may be involved or affected, taking account of the safety, privacy, dignity and rights of individuals
- P8 plan how health and safety requirements will be maintained during the assessment

Assess team members' performance

You must be able to:

- P9 observe the team member's performance in accordance with the agreed plan
- P10 confirm that the assessment process is not adversely affecting the care or support of any individual involved in it
- P11 where necessary, move to a more suitable environment to assess the team member's knowledge and understanding
- P12 ask questions to check the team member's knowledge and understanding of workplace activities, values and other requirements
- P13 ensure that all the evidence you consider comes from the team member's own work
- P14 make a judgement on where the team member's practice and other evidence meets the agreed standard
- P15 identify gaps in evidence of practice or knowledge and how these may be filled
- P16 decide if you are able to confirm that the team member's performance meets the agreed standard
- P17 keep a full and accurate record of the assessment, in accordance

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with work setting and any other requirements

- P18 ensure that records are stored and shared in accordance with work setting and any other requirements

Give team members feedback on your assessment and their performance

You must be able to:

- P19 choose an appropriate time and place to give feedback to the team member on your assessment decision
- P20 communicate your assessment decision to the team member
- P21 confirm that the team member understands your assessment decision
- P22 give clear, constructive and useful feedback on the team member's performance
- P23 clarify details of how the team member can improve their performance where necessary
- P24 agree any further training or development the team member will need before the assessment process can be completed
- P25 if you and the team member cannot agree on your assessment of their performance, refer the matter to the appropriate person
- P26 record follow-up actions and the next steps you and the team member have agreed on, in accordance with work setting requirements

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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 duty to report any acts or omissions that could infringe the rights of individuals
- K3 how to deal with and challenge discrimination
- K4 the rights that individuals have to make complaints and be supported to do so

Your practice

You need to know and understand:

- K5 legislation, statutory codes, standards, frameworks and guidance relevant to your work, your work setting and the content of this standard
- K6 your own background, experiences and beliefs that may have an impact on your practice
- K7 your own roles, responsibilities and accountabilities with their limits and boundaries
- K8 the roles, responsibilities and accountabilities of others with whom you work
- K9 how to access and work to procedures and agreed ways of working
- K10 how to build trust and rapport in a relationship
- K11 how your power and influence as a worker can impact on relationships
- K12 how to work in ways that promote active participation and maintain individuals' dignity, respect, personal beliefs and preferences
- K13 how to work in partnership with individuals, key people and others
- K14 how to manage ethical conflicts and dilemmas in your work
- K15 how to challenge poor practice
- K16 how and when to seek support in situations beyond your experience and expertise

Personal and professional development

You need to know and understand:

- K17 principles of reflective practice and why it is important

Health and Safety

You need to know and understand:

- K18 your work setting policies and practices for monitoring and maintaining health, safety and security in the work environment

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- K19 practices for the prevention and control of infection in the context of this standard

Safe-guarding

You need to know and understand:

- K20 the responsibility that everyone has to raise concerns about possible harm or abuse, poor or discriminatory practices
- K21 indicators of potential harm or abuse
- K22 how and when to report any concerns about abuse, poor or discriminatory practice, resources or operational difficulties
- K23 what to do if you have reported concerns but no action is taken to address them

Handling information

You need to know and understand:

- K24 legal requirements, policies and procedures for the security and confidentiality of information
- K25 legal and work setting requirements for recording information and producing reports
- K26 principles of confidentiality and when to pass on otherwise confidential information

Specific to this NOS

You need to know and understand:

- K27 standards of performance that are required and/or recommended in health and social care settings
- K28 how to provide opportunities for carrying out assessments in health and social care settings
- K29 how to review assessment plans and identify where work activities can be assessed
- K30 how to identify tasks you can see in the workplace and which aspects of competence they show
- K31 how to agree arrangements for watching a team member perform tasks in the workplace
- K32 how to watch team members without disrupting or affecting their work activities and the individuals they care for or support
- K33 who else in the workplace you should involve when assessing team members' competence
- K34 how to record your assessments and pass information on to other people
- K35 how to use your assessments to motivate team members
- K36 how to identify what the team member needs to do to meet agreed levels of competence
- K37 how to make an accurate and fair comparison between a team

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- member's performance and appropriate agreed standards
- K38 how to use normal work activities to assess team member's performance without compromising the care and support of individuals
- K39 how to provide assessment opportunities which are fair, consistent and do not discriminate
- K40 how to prepare and ask questions to check team members' understanding of what they are doing without leading them
- K41 how to give constructive feedback on assessment decisions
- K42 how to encourage team members to ask questions and seek advice
- K43 who to pass information on to, and when
- K44 who to involve when you have a problem making an assessment judgement, and the procedures you should follow

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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 person you support or care for in your work

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Scope/range related to knowledge and understanding

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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