

HSC328 Contribute to care planning and review (Level 3)

Elements of Competence

HSC328a Contribute to assessing the needs and preferences of individuals

HSC328b Support the development and implementation of care plans

HSC328c Contribute to reviewing care plans

About this unit

For this unit, you will be expected to contribute to the assessment of individual needs and preference and to the development, implementation and review of care plans.

Scope

The scope is here to give you guidance on possible areas to be covered in this unit. The terms in this section give you a list of options linked with items in the performance criteria. You need to provide evidence for any option related to your work area.

Communicate using: the individual's preferred spoken language; the use of signs; symbols; pictures; writing; objects of reference; communication passports; other non verbal forms of communication; human and technological aids to communication.

Extra support could include: the use of key people and other professionals such as interpreters, translators, signers etc or specialist equipment to aid the individuals' communication abilities.

Information will include any plans, care needs assessments, records and reports relevant to the individual needs and preferences.

Key people: family; friends; carers; others with whom the individual has a supportive relationship.

Your **knowledge and understanding** for this unit will relate to legal requirements and codes of practice applicable to the scope of your work and others with whom you work; the nature of the work you are undertaking; your role and level of responsibility within your organisation (e.g. whether you have responsibility to support the work of others); the individuals, key people in their lives and others with whom you are required to work and the degree of autonomy you have for the management of your own work activities.

Values underpinning the whole of the unit

The values underpinning this unit have been derived from the key purpose statement¹, the statement of expectations from carers and people receiving services, relevant service standards and codes of practice for health and social care in the four UK countries. They can be found in the principles of care unit HSC35. To achieve this unit you must demonstrate that you have applied the principles of care outlined in unit HSC35 in your practice and through your knowledge.

¹ The key purpose identified for those working in health and social care settings is "to provide an integrated, ethical and inclusive service, which meets agreed needs and outcomes of people requiring health and/or social care"

Key Words and Concepts

This section provides explanations and definitions of the key words and concepts used in this unit. In occupational standards it is quite common to find words or phrases used which you will be familiar with, but which, in the detail of the standards, may be used in a very particular way. **Therefore, we would encourage you to read this section carefully before you begin working with the standards and to refer back to this section as required.**

Active support	Support that encourages individuals to do as much for themselves as possible to maintain their independence and physical ability and encourages people with disabilities to maximise their own potential and independence
Care plans	The care plan will include all aspects of the individual's care needs which need to be adhered to within any setting in which the individual is placed. It addresses the holistic needs of the individual.
Colleagues	People with whom you work, at this level you might have some supervisory responsibility for these people
Individuals	The actual people requiring health and care services. Where individuals use advocates and interpreters to enable them to express their views, wishes or feelings and to speak on their behalf, the term individual within this standard covers the individual and their advocate or interpreter
Key people	Are those people who are key to an individual's health and social well-being. These are people in the individual's life who can make a difference to their health and well-being.
Others	Are other people within and outside your organisation that are necessary for you to fulfil your job role
Rights	The rights that individuals have to: <ul style="list-style-type: none">• be respected• be treated equally and not be discriminated against• be treated as an individual• be treated in a dignified way• privacy• be protected from danger and harm• be cared for in a way that meets their needs, takes account of their choices and also protects them• access information about themselves• communicate using their preferred methods of communication and language

HSC328a Contribute to assessing the needs and preferences of individuals

Performance Criteria

You need to show that,

1. you identify your own role and responsibilities, and the role and responsibilities of others, in assessing the needs and preferences of **individuals**
2. you access and review information about the individual's needs and preferences and any specific requirements they have
3. you identify and access any **extra support** you need to enable individuals to communicate their needs and preferences
4. you support individuals and **key people** to identify and communicate:
 - the individual's needs and preferences about their care and support
 - any risks arising from these
5. you take into account the views of individuals, key people and others when processing information and providing feedback on the individual's health and care needs, their preferences and any associated risks
6. you work with all involved to agree the assessed needs and preferences of individuals
7. you support individuals and key people to understand, and where appropriate to compliment, challenge and complain about the assessment of their needs and preferences

HSC328b Support the development and implementation of care plans

Performance Criteria

You need to show that,

1. you identify your role and responsibilities in developing and implementing **care plans**
2. you contribute to consultations about the development of individuals' care plans taking into account their assessed needs and preferences
3. you support individuals and key people to understand:
 - where the individual's preferences could not be met within the care plan and why
 - the arrangements for the implementation of care plans
 - how to use procedures to compliment, challenge and complain about the content of the care plan and its implementation
4. you support **colleagues** to carry out the care plan activities for which they are responsible
5. you ensure that you are able to carry out the care plan activities for which you are responsible
6. when implementing the care plan, you observe, record and report to the appropriate people any significant changes to the individual's needs, circumstances and preferences and any risks that may arise from these changes

7. you check your observations with the individuals, key people and others
8. you support individuals, key people and colleagues to identify and monitor changes in the individual's needs, circumstances and preferences
9. you work with all involved to identify and implement any changes arising from the impact of the care plan on the health and social well-being of the individual

HSC328c Contribute to reviewing care plans

Performance Criteria

You need to show that,

1. you check your own responsibilities and those of others in providing feedback on the implementation of the care plan
2. you support individuals and key people to identify:
 - parts of the care plans which best meet the individual's needs and preferences
 - parts of the care plans that need changing
 - changes to the individual's needs, circumstances and preferences that could affect the care plan and its implementation
3. you provide feedback to the appropriate people on the strengths and limitations of the care plan in meeting the assessed and changing needs, circumstances and preferences of individuals
4. you support individuals and key people to understand how their feedback will be used to inform changes to the care plan
5. where there is conflict about your feedback and observations, you follow organisational procedures and practices to address the issues raised
6. you contribute to meetings and discussions about revisions to care plans and their implementation
7. you contribute to revising and implementing any changes to care plans that are within your role and responsibilities
8. you support individuals to complete paper work to enable the revised care plan to be implemented
9. you record and report on the review and revisions of the care plan, within confidentiality agreement and according to your role and responsibilities

Knowledge Specification for the whole of this unit

Competent practice is a combination of the application of skills and knowledge informed by values and ethics. This specification details the knowledge and understanding required to carry out competent practice in the performance described in this unit.

When using this specification **it is important to read the knowledge requirements in relation to expectations and requirements of your job role**

You need to show that you know, understand and can apply in practice:

Values

1. legal and organisational requirements on equality, diversity, discrimination, **rights**, confidentiality and sharing of information when assessing individual needs and preferences, and contributing to the development, implementation and review of care plans
2. how to provide **active support** and place the preferences and best interest of individuals at the centre of everything you do, whilst enabling them to take responsibility (as far as they are able and within any restrictions placed upon them) and make and communicate their own decisions about their lives, actions and risks
3. dilemmas between:
 - the individual's rights and their responsibilities for their own care and protection, the rights and responsibilities of key people and your role and responsibilities for their care and protection
 - the individual's views, preferences and expectations and how these can and are being met within the care needs assessment and the care plan
 - your own values, the values of the individual and those of key people
 - your own professional values and those of others within and outside your organisations
4. how to work in partnership with individuals, key people and those within and outside your organisation to enable the individual's needs, wishes and preferences to be met

Legislation and organisational policy and procedures

5. codes of practice and conduct, and standards and guidance relevant to your own (and others') roles, responsibilities, accountability and duties when assessing individual needs and preferences, and when contributing to the development, implementation and review of care plans
6. current local, UK and European legislation and organisational requirements, procedures and practices for:
 - data protection, including recording, reporting, storage, security and sharing of information
 - health and safety
 - risk assessment and management
 - care planning and review
7. practice and service standards relevant to your work setting and relating to the assessment of individual needs and preferences, and the development,

implementation and review of care plans

Theory and practice

8. how and where to access information and support that can inform your practice when assessing individual needs and preferences, and when contributing to the development, implementation and review of care plans
9. government reports, inquiries and research reports relevant to the assessment of individual needs and to the development, implementation and review of care plans
10. theories and best practice relevant to:
 - the assessment of the holistic needs and circumstances of individuals
 - care planning, implementation and review, both generally, and specifically with regard to the individuals with whom you work
11. methods of monitoring, reviewing and evaluating care plans
12. methods of supporting individuals to:
 - contribute to assessments and reviews
 - express their needs and preferences
 - understand and take responsibility for promoting their own health and care
 - identify how their care needs should be met
 - assess and manage risks to their health and well-being
13. role of relationships and support networks in:
 - the assessment of individual needs
 - care planning, implementation and review
14. factors that affect the health, well-being, behaviour, skills, abilities and development of individuals and key people
15. the significant changes that are likely to affect the needs and circumstances of individuals with whom you work and how these will impact on the assessment of their needs and the development, implementation and review of care plans
16. reasons for revising care plans and how to deal with the effect this may have on individuals