

## **HSC329            Contribute to planning, monitoring and reviewing the delivery of service for individuals (Level 3)**

### **Elements of Competence**

- HSC329a**        Contribute to planning the delivery of service for individuals
- HSC329b**        Contribute to monitoring the delivery of service for individuals
- HSC329c**        Contribute to reviewing the delivery of service for individuals

### **About this unit**

For this unit, you will be expected to contribute to planning, monitoring and reviewing the delivery of services for individuals.

### **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.

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

**Providing feedback** 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.

**Resources** could refer to: your own skills and time; the skills and time of another worker in or outside of your own organisation; services or support available in or outside of your own organisation; support from within the individual's own network; finances.

**Risks** could include the possibility of: danger, damage and destruction to the environment and goods; injury and harm to people; self harm and abuse.

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 statement<sup>1</sup>, 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.

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<sup>1</sup> 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.**

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<b>Active support</b>	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
<b>Individuals</b>	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
<b>Key people</b>	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
<b>Others</b>	Are other people within and outside your organisation who are necessary for you to fulfil your job role
<b>Rights</b>	The rights that individuals have to: <ul style="list-style-type: none"><li>• be respected</li><li>• be treated equally and not be discriminated against</li><li>• be treated as an individual</li><li>• be treated in a dignified way</li><li>• privacy</li><li>• be protected from danger and harm</li><li>• be cared for in a way they choose</li><li>• access information about themselves</li><li>• communicate using their preferred methods of communication and language</li></ul>
<b>Risks</b>	The likelihood of danger, harm or abuse arising from anything or anyone

**HSC329a** Contribute to planning the delivery of service for individuals

**Performance Criteria**

You need to show that,

1. you provide, receive and evaluate information that contributes to identifying the needs for service provision and planning future developments
2. you contribute to consultations with all providers, **individuals** and **key people** on the strengths and weaknesses of present service options
3. you identify any conflicts of opinion and interest
4. you contribute to discussions about the overall objectives, methods of achieving them and planned outcomes
5. you provide accurate financial and resource information to assist in the planning and costing of the services and resources
6. you contribute to reviewing positive aspects, **risks** and shortfalls in services within the agreed plan

**HSC329b** Contribute to monitoring the delivery of service for individuals

**Performance Criteria**

You need to show that,

1. you contribute to agreeing the methods to be used to monitor services, ensuring that all involved understand their roles and responsibilities
2. you collect monitoring information within confidentiality agreements and according to legal, statutory and organisational requirements
3. you involve individuals and key people in monitoring the service and providing feedback on the services and outcomes
4. you gather and collate monitoring information
5. you record and report the outcomes from the monitoring, within confidentiality agreements and according to legal and organisational requirements

**HSC329c** Contribute to reviewing the delivery of service for individuals

**Performance Criteria**

You need to show that,

1. you identify who needs to be involved in the review and how and when it will be carried out
2. you identify, access, collect and evaluate, with individuals, key people and others within and outside your organisation information about the services provided and how well they are achieving the planned outcomes for individuals
3. you agree the purpose, the contribution, the differing perspectives and the responsibilities of those involved in the review

4. you negotiate and agree with all involved:
  - the strengths of the services provided
  - identified service deficiencies, unmet needs and proposed changes based on review feedback
5. you contribute to identifying and agreeing any adjustments that are required with individuals, key people and others within and outside your organisation
6. you contribute to agreeing with individuals, key people and others within and outside your organisation:
  - how changes will be implemented
  - the timescales for implementation
  - who will be responsible and accountable for the implementation
7. you inform all concerned with the implementation about the changes and the timescales for these, according to your role and responsibilities
8. you record and report and distribute the results of the review according to your role and responsibilities, within confidentiality agreements and according to legal and organisational requirements

## 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 on planning, monitoring and reviewing the delivery of service for individuals
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. the rights of carers to be supported in the caring role
4. 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 provided for in the services being delivered
  - the individual's rights and the rights of key people
  - 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
5. how to work in partnership with individuals, key people and others within and outside your organisation to enable the individual's needs, wishes and preferences to be met

### Legislation and organisational policy and procedures

6. codes of practice and conduct, and standards and guidance relevant to your own (and others' roles, responsibilities, accountability and duties when planning, monitoring and reviewing the delivery of service for individuals
7. 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
  - protecting individuals from danger, harm and abuse

- planning, monitoring and reviewing the delivery of service for individuals
  - working with others to provide integrated services
  - the different methods of providing support and services
8. 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
  9. how to access records and information on the needs, views and preferences of individuals and key people

### **Theory and practice**

10. how and where to access information and support that can inform your practice about planning, monitoring and reviewing the delivery of service for individuals
11. government reports, inquiries and research reports relevant to monitoring and reviewing the delivery of service for individuals
12. theories relevant to the individuals with whom you work, about:
  - aspects of human growth and development and how these can affect the planning, monitoring and reviewing the delivery of service for individuals
  - identity and self-esteem
  - loss and change
  - risk assessment and management
13. how power and influence can be used and abused when planning, monitoring and reviewing the delivery of service for individuals
14. role of relationships and support networks in promoting the well-being of the individuals with whom you work
15. factors that affect the health, well-being, behaviour, skills, abilities and development of individuals and key people
16. methods of supporting individuals to:
  - 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
17. the procedures for reporting shortfalls in available resources to the appropriate authority
18. what is meant by needs-led and service-led planning and their relevance for care planning practice
19. factors which will influence the availability and relevance of planning options and the timescales for different options
20. reasons for changing resources and the effect these may have on individuals
21. how to contribute to planning, monitoring and reviewing services and service delivery
22. methods of monitoring and evaluating services and their implication for practice