

HSC346 Support individuals to manage direct payments (Level 3)

Elements of Competence

HSC346a Work with individuals to access information and advice about direct payments

HSC346b Help individuals to manage and monitor their use of direct payments

About this unit

For this unit you need to support individuals to manage direct payments.

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.

Key people include: 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 individuals¹, key people 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 statement², 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. If you are working with children and young people they can be found in the principles of care unit HSC34. If you are working with adults they can be found in HSC35. To achieve this unit you must demonstrate that you have applied the principles of care outlined in either unit HSC34 or HSC35 in your practice and through your knowledge.

¹ If you are working with children and young people the term "individuals" covers children and young people and "key people" covers parents, families, carers, friends and others with whom the child/young person has a supportive relationship

² 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
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 they choose• access information about themselves• communicate using their preferred methods of communication and language

HSC346a Work with individuals to access information and advice about direct payments

Performance Criteria

You need to show that,

1. you access, understand and have available information, about direct payments
2. you work with **individuals** and **key people** to identify the information and advice that they will need to make a decision about using direct payments
3. you work with individuals, key people and **others** to identify and communicate the implications of the information and sources of support for the individual
4. you provide, and support the individuals to access any additional information and support about direct payments that is relevant to their needs and abilities
5. you work with individuals to identify the strengths they and their network have to enable them to access and use direct payments
6. you seek and access specialist help on direct payments and the implications of using them, in areas where you are unable to help individuals
7. you work with individuals, key people and others to decide whether or not to use direct payments
8. you provide feedback to the appropriate people and organisations when there are improvements that could be made in the available information and support

HSC346b Help individuals to manage and monitor their use of direct payments

Performance Criteria

You need to show that,

1. you provide **active support** to enable individuals to complete the relevant documents for accessing and using direct payments
2. you involve others with expertise in accessing, using and monitoring direct payments in areas that are outside your competence to deal with
3. you work with others to support individuals to identify and communicate how they would prefer to use the direct payments to meet their care and support needs
4. you work with others to support individuals to select the range of services that meet their needs and provides the best value
5. you support individuals to:
 - use the range of services they have selected to meet their care and support needs
 - decide how they will monitor and assess the value of the range of services they are using

- to make any changes to the range of services they are using when these are not meeting their needs
6. you work with individuals and key people to complete and maintain any records required to manage the direct payments
 7. you support individuals to check any documents that have been submitted by those providing services to ensure that they are correct and to submit any documents and claims required to show that they are managing the direct payments correctly
 8. you help to identify and resolve difficulties and conflicts where the individuals are having problems managing the direct payments and/or in the services they are receiving

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 for 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 supporting individuals to manage direct payments
2. how to provide active support and place the preferences and best interests 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 managing direct payments
3. individuals' rights to access direct payments and how to work in partnership with individuals, key people and those within and outside your organisation to enable individuals to manage direct payments
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 in enabling individuals to manage direct payments
5. how to deal with and challenge discrimination for individuals managing direct payments

Legislation and organisational policy and procedures

6. codes of practice and conduct, and standards and guidance relevant to your own and the roles, responsibilities, accountability and duties of others when supporting individuals to manage direct payments
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
 - providing access to direct payments and supporting individuals to manage direct payments
8. practice and service standards relevant to your work setting and for supporting individuals to access and manage direct payments

Theory and practice

9. how and where to access information and support that can inform your practice about supporting individuals to access and manage direct payments
10. how you can access, review and evaluate information about resources, services and facilities relevant to the needs and preferences of the individuals with whom you work and how these can be accessed through direct payments
11. government reports, inquiries and research relevant to individuals accessing and managing direct payments
12. theories relevant to the individuals with whom you work, about:
 - aspects of human growth and development and how these can affect and be affected by the individual being able to access and manage direct payments
 - identity and self-esteem and how this can be affected by being able to manage direct payments
13. how direct payments may impact on the power and authority that you and your organisation have over individuals using services and how power and influence can be used and abused when individuals are managing direct payments
14. methods of supporting individuals to:
 - express their needs and preferences about direct payments
 - understand and take responsibility for promoting their own health and care
 - how the direct payments should be managed to enable the individuals care needs and preference to be met
 - assess and manage risks to their health and well-being when selecting how to use direct payments
15. how direct payments can increase the life options for individuals
16. how direct payments can flexibly meet the needs of individuals for support
17. what promotes and what limits the use of direct payments
18. how to resolve issues related to direct payments and the support available to help
19. how the use of direct payments impacts on your role and that of your organisation
20. the impact of direct payments on the role of key people and others in individuals' lives
21. good practice and what works when using direct payments
22. the potential organisational blocks to using direct payments and how to tackle them
23. how to:
 - remove blocks to the individuals using direct payments
 - work with organisations controlled by people using direct payments or providing support for individuals
 - evaluate the use of direct payments with individuals