

ASTH321

Develop, implement and review support plans with individuals



Overview

This standard is about developing, implementing and reviewing support plans. Individuals are the customers you are working with to develop, implement and review their support plan.

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Performance criteria

- You must be able to:*
- P1 identify and agree the roles and responsibilities of all concerned with the development and delivery of support plans
 - P2 evaluate information about the individual's needs and preferences
 - P3 involve individuals and key people in the development of support plans
 - P4 identify and agree the content of support plans, ensuring that plans meet individual needs and preferences
 - P5 ensure that any risk to individuals is effectively managed
 - P6 provide evidence based records and reports to underpin the support plan
 - P7 support individuals and key people to understand the arrangements for the implementation of the support plan
 - P8 manage customer expectations and provide advice on complaint or appeals procedures
 - P9 monitor and review delivery of the support plan
 - P10 ensure that individuals, key people and other involved organisations are engaged in the decision making process where possible
 - P11 refer customers to other appropriate colleagues or organisations when you are unable to meet their needs
 - P12 conduct your work within the limits of your authority
 - P13 carry out actions which are consistent with your organisational and legal requirements
 - P14 keep full and accurate records of your decisions and the actions taken

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Knowledge and understanding

You need to know and understand:

- K1 how the customer's short, medium and long-term goals, needs and circumstances affect their choices
- K2 the legal obligations, standards and codes of practice applicable to the scope of your work
- K3 the roles, responsibilities, accountability and duties of others when developing, implementing and reviewing support plans
- K4 organisational procedures for equality, health and safety, discrimination, rights, confidentiality and information sharing
- K5 flexible strategies to ensure that customers are, as far as they are able in practical or legal terms, able to make and communicate their own decisions about the support plan and its implementation
- K6 how to use various questioning and communication methods to ensure clear, focused discussion and establish a common understanding of agreed outcomes and actions
- K7 ways in which the various physical, emotional and health conditions affect your customers
- K8 how to manage ethical dilemmas and conflicts when developing, implementing and reviewing support plans
- K9 how different philosophies, principles, priorities and codes of practice can affect inter-agency and partnership working
- K10 the stages, procedures, paperwork and people involved in developing, implementing and reviewing support plans
- K11 how to form relationships that promote the individual's rights, choices and wellbeing
- K12 the ways that your organisational values may differ from those of the individuals and key people you are working with
- K13 key government initiatives which affect the development and review of support plans in meeting individual needs, preferences and circumstances
- K14 how and where to access literature, information and support to inform your practice
- K15 the importance of complying with recognised good practice
- K16 the full range of tools and support mechanisms available to you
- K17 factors affecting your organisation's capacity to provide the services and facilities identified in support plans
- K18 the extent and limits of your own competence and expertise, and the importance of not working beyond these

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Suite Housing

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