

## ASTH418

Produce, evaluate and amend service delivery plans to meet individual needs and preferences



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### Overview

This unit sits within the Housing Support Services Theme.

For this unit, you will be expected to develop, agree, monitor and evaluate service delivery plans for individuals requiring Health and Care services.

*Note- this unit is the imported from Health and Social Care HSC415*

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### Performance criteria

- You must be able to:*
- P1 you review relevant documents and other information to identify the assessed needs of individuals, including any specialist needs and communication requirements
  - P2 you support individuals and key people to identify the individual's needs and preferences about the way the Health and Care services should be provided, taking account of the individual's chosen life style
  - P3 you support individuals and key people to identify any implications and risks involved in responding to their preferences and provide active support to enable them to maximise their potential and maintain their independence
  - P4 you work with individuals and key people to develop an agreed service delivery plan that:
    - P4.1 identifies the areas of health and care that will be provided by the individual's family, friends and personal networks
    - P4.2 identifies areas of health and care that will be provided by you and people within and outside your organisation
    - P4.3 details actions to be taken by people within and outside your organisation to meet assessed needs and preferences of and outcomes for individuals
    - P4.4 identifies areas of flexibility and active support to enable individuals to maximise their potential and maintain their independence
    - P4.5 establishes individualised procedures for individuals about managing risks
    - P4.6 identifies procedures and practices for monitoring and reviewing the plan with individuals and key people
  - P5 you produce service delivery plans in a format and language:
    - P5.1 appropriate to the complexity of the service to be provided
    - P5.2 that is understandable and useable by all who are required to access and use them
  - P6 you check the detail of the plan with individuals and key people, recording and making necessary changes to meet agreed needs, preferences and outcomes
  - P7 you acquire necessary signatures when the final plan has been agreed
  - P8 you ensure that the plan is held by individuals unless there are clear and recorded reasons not to do so
  - P9 you establish procedures and practices to enable individuals, key people and others providing services to monitor and provide feedback on changes to individuals' needs, preferences and outcomes
  - P10 you ensure that individuals and key people who can and should provide feedback on changes to the individual needs, preferences and outcomes

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- are aware of and able to use feedback procedures and practices effectively
- P11 you collate and evaluate feedback from all sources
- P12 you seek other information and advice on the implications of any changes to service delivery plans for the individuals
- P13 you support individuals and key people to identify and agree changes that need to be made to service delivery plans to meet the individual's changing needs, preference and outcomes
- P14 you record and report on changes and proposed changes to relevant according to legal and organisational requirements
- P15 you identify legal and organisational requirements for the review of the service delivery plans
- P16 you support individuals and key people to understand and be able to use the processes and procedures set in place to review and amend service delivery plans
- P17 you ensure that those within and outside your organisation are aware of their roles and responsibilities in reviewing individual service delivery plans
- P18 you support individuals, key people and those within and outside your organisation to identify:
  - P18.1 the strengths of service delivery plans in meeting the individual's needs and preferences
  - P18.2 parts of the service delivery plan that could be strengthened
  - P18.3 changes that need to be made
- P19 you collate and evaluate all relevant information to identify amendments needed to service delivery plans
- P20 you identify and agree changes to service delivery plans with individuals, key people and relevant people within and outside your organisation
- P21 you check the detail of the revised plan with individuals and key people and relevant people within and outside your organisation
- P22 you acquire necessary signatures when the revised plan has been agreed and provide a copy to the appropriate individuals, key people and others
- P23 you support individuals and key people to understand:
  - P23.1 when changes to the service delivery plan will be made
  - P23.2 how they will affect the health and care services they receive

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### Knowledge and understanding

*You need to know and understand:*

- K1 legal and organisational requirements on equality, diversity, discrimination, rights, confidentiality and sharing of information when developing, monitoring and reviewing service delivery plans
- K2 the holistic person centred approach which enable you to work in ways that:
  - K2.1 place the individual's preferences and best interests at the centre of everything you do
  - K2.2 provide active support for the individuals
  - K2.3 recognise the uniqueness of individuals and their circumstances
  - K2.4 empower individuals 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
- K3 when developing, monitoring and reviewing service delivery plans how to manage ethical dilemmas and conflicts for individuals, those who use services and staff/colleagues when developing, monitoring and reviewing service delivery plans
- K4 how to challenge, and to support individuals, key people and others to challenge information, documents, systems, structures, procedures and practices that are discriminatory
- K5 the ways that health and social care values may differ from those of the individuals and key people you are working with
- K6 codes of practice and conduct, and standards and guidance relevant to your setting and own and the roles, responsibilities, accountability and duties of others when developing, monitoring and reviewing service delivery plans
- K7 current local, UK and European legislation and organisational requirements, procedures and practices for:
  - K7.1 data protection
  - K7.2 health and safety
  - K7.3 risk assessment and management
  - K7.4 employment practices
  - K7.5 protecting individuals from danger, harm and abuse
  - K7.6 your responsibility for keeping yourself, individuals and others safe
  - K7.7 making and dealing with complaints and whistle blowing
  - K7.8 multi-disciplinary and multi-agency working
  - K7.9 working in integrated ways to promote the individual's well-being
  - K7.10 developing, monitoring and reviewing service delivery plans
- K8 key government initiatives which affect the development and review of service delivery plans to meet individual needs, preferences and

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- circumstances
- K9 how to access, evaluate and influence organisational and workplace policies, procedures and systems for developing, monitoring and reviewing service delivery plans
- K10 how to access and record information, decisions and judgements for service delivery plans
- K11 how different philosophies, principles, priorities and codes of practice can affect inter-agency and partnership working when developing, monitoring and reviewing service delivery plans
- K12 the resources available within and outside your organisation to develop service delivery plans that are flexible and person-centred
- K13 how and where to access literature, information and support to inform your practice when developing, monitoring and reviewing service delivery plans
- K14 an up-to-date knowledge of:
  - K14.1 literature related to best practice in the development, monitoring and review of service delivery plans
  - K14.2 government reports, inquiries and research relevant to the development, monitoring and review of service delivery plans
  - K14.3 government reports, inquiries and research into serious failures to protect individuals, families, carers and other key people
- K15 theories of:
  - K15.1 facilitating empowerment and participation of individuals and key people in the development, monitoring and reviewing of service delivery plans
  - K15.2 the role of family and social support networks in meeting individuals' needs
  - K15.3 how social and economic circumstances may impact on individuals' social care, well-being and life chances
  - K15.4 human resource management in relation to the development, monitoring and reviewing of service delivery plans
  - K15.5 human growth and development
  - K15.6 managing loss and change
  - K15.7 how stress can affect behaviour
  - K15.8 how power and influence can be used and abused when developing, monitoring and reviewing service delivery plans
  - K15.9 multi-disciplinary and multi-organisational working
- K16 the physical, emotional and health conditions of the individuals for whom you are developing, monitoring and reviewing service delivery plans and how to use this information to make informed decisions for the content of the service delivery plans
- K17 the factors to take account of when evaluating whether your organisation has the resources (human, physical and financial) to provide the services and facilities

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- K18 how to analyse, interpret and balance:
  - K18.1 individual needs and preferences
  - K18.2 views of key people
  - K18.3 evidence, knowledge and practice based information
  - K18.4 knowledge of individuals' conditions
  - K18.5 resources and capacity within your organisation to enable you to assess individuals' needs and preferences, fairly and ethically
- K19 methods of supporting individuals and key people to:
  - K19.1 express their wishes, needs and preferences about the delivery of services and facilities
  - K19.2 understand and take responsibility for promoting their own health and well-being
  - K19.3 identify how their care needs should be met
  - K19.4 assess and manage risks to their health and well-being
- K20 methods of supporting staff to work with individuals, key people and others to implement and evaluate service delivery plans
- K21 the stages, procedures, paperwork and people involved in developing, monitoring and reviewing service delivery plans
- K22 the use of evidence, fact and knowledge based opinions in records and reports and why it is important to differentiate between these and make clear the source of evidence
- K23 how to work with individuals, key people and others within and outside your organisation to develop, monitor and review service delivery plans to meet the needs, preferences and outcomes of individuals

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