



## CHS45 Agree courses of action following assessment to address health and wellbeing needs of individuals

### OVERVIEW

This standard is about reviewing the results of assessments to agree courses of action to address the health and well-being needs of individuals. Users of this standard will need to ensure that practice reflects up to date information and policies. Version No 1

### KNOWLEDGE AND UNDERSTANDING

You will need to know and understand:

1. the national and local legislation which relates to your area of work including:
  1. health and safety
  2. confidentiality and information sharing
  3. the provision of services
  4. the rights of individuals
  5. anti-discriminatory practice
  6. valid consent
2. the statutory and professional standards and codes of practice for your area of work and how to interpret and apply these
3. the nature, extent and boundaries of your work role and its relationship to others in your own and other organisations
4. procedures, protocols, and pathways for liaising with individuals, carers, practitioners, departments, and agencies
5. the tensions which may exist between an individual's rights and the organisation's responsibility to individuals
6. the ways in which communication can be modified and altered for different needs, contexts and beliefs, including the age, understanding and communication preferences of individuals
7. the effects of environments and contexts on communication (particularly institutional settings)
8. how to explain the outcomes of the assessment and subsequent actions which may be necessary
9. the different fears and concerns that individuals may have about the outcomes of the assessment
10. the reasons why it is important to be honest and transparent concerning the outcome of the assessment
11. the risks which may be inherent in various courses of action and how to evaluate

- these realistically
- 12.the resources available to meet the individual's needs within your own and other organisations, and how to access these
  - 13.the referral processes within your area of work

## PERFORMANCE CRITERIA

You must be able to do the following:

- 1.obtain and review all of the information from the inter-disciplinary assessment
- 2.identify any gaps or ambiguities in the assessment results and seek clarification or further information from relevant members of the inter-disciplinary team
- 3.discuss the assessment results with members of the inter-disciplinary team to:
  - 1.agree the outcomes
  - 2.identify any risks to the individual
  - 3.identify potential actions
- 4.discuss the outcomes of the assessment with the individual and key people in a way that is meaningful to them
- 5.explore the possible actions to be taken and provide the individual and key people with a rationale for them
- 6.explain the benefits and risks associated with the actions
- 7.agree the actions to be taken with the individual based on the results of the assessment and other relevant factors
- 8.make any necessary arrangements in relation to the actions to meet the needs of the individual
- 9.produce referrals to other practitioners that contain all the necessary information and are presented clearly and logically
- 10.produce records and reports that are clear, comprehensive, and accurate, and maintain the security and confidentiality of information.

## ADDITIONAL INFORMATION

This National Occupational Standard was developed by Skills for Health. This standard links with the following dimension within the NHS Knowledge and Skills Framework (October 2004): Dimension: HWB2 Assessment and care planning to meet people's health and wellbeing needs. This standard has replaced HCS\_MAX1