

SCDHSC0346

Support individuals to manage direct payments



Overview

This standard outlines the requirements when supporting individuals to access and use direct payments. This includes enabling individuals to access information and advice on direct payments and then to manage and monitor their use.

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Performance criteria

Work with individuals to access information and advice about direct payments

You must be able to:

- P1 clarify your own understanding of direct payments by accessing and studying up to date and accurate information
- P2 work with the **individual** and **key people** to identify what information and advice they will need to make a decision about using direct payments
- P3 support the individual and key people to understand information and advice and the implications for themselves
- P4 work with the individual to identify the strengths they and their networks have that will enable them to access and use direct payments
- P5 work with the individual to understand the sources of support available for managing direct payments
- P6 support the individual to access any additional information and support they require
- P7 provide feedback to the appropriate people and organisations when there are improvements that could be made in the information and services provided
- P8 access specialist help in areas where you are unable to help individuals on direct payments

Support individuals to access direct payments

You must be able to:

- P9 work with the individual, key people and others to confirm their decision to use direct payments
- P10 work in ways that promote **active participation** to support the individual to complete the relevant documents for accessing direct payments
- P11 involve others in supporting the individual to access direct payments in areas that are beyond your expertise

Support individuals to manage their use of direct payments

You must be able to:

- P12 work in ways that promote the active participation of the individual in managing their direct payments
- P13 work with others to support the individual in choosing how they would prefer to use direct payments to meet their care and support needs
- P14 work with others to support the individual in selecting the range of

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- services that meet their needs and provide the best value
- P15 support the individual to use the services they have selected
- P16 support the individual to assess the value and effectiveness of the services they are using
- P17 support the individual to make any changes to the services they are using when these are not meeting their needs
- P18 work with the individual and key people to maintain any records required to manage the direct payments
- P19 support the individual to check that any documents from those providing services are correct
- P20 support the individual to submit any documents and claims required to show that they are managing the direct payments correctly
- P21 support the individual to resolve any difficulties and conflicts in relation to direct payments
- P22 involve others in supporting the individual to use and monitor direct payments in areas that are beyond your expertise

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Knowledge and understanding

You need to know and understand:

Rights

- K1 legal and work setting requirements on equality, diversity, discrimination and rights
- K2 your role in promoting individuals' rights, choices, wellbeing and active participation
- K3 your duty to report any acts or omissions that could infringe the rights of individuals
- K4 how to deal with and challenge discrimination
- K5 the rights that individuals have to make complaints and be supported to do so

You need to know and understand:

Your practice

- K6 legislation, statutory codes, standards, frameworks and guidance relevant to your work, your work setting and the content of this standard
- K7 your own background, experiences and beliefs that may have an impact on your practice
- K8 your own roles, responsibilities and accountabilities with their limits and boundaries
- K9 the roles, responsibilities and accountabilities of others with whom you work
- K10 how to access and work to procedures and agreed ways of working
- K11 the meaning of person-centred/child centred working and the importance of knowing and respecting each person as an individual
- K12 the prime importance of the interests and well-being of the individual
- K13 the individual's cultural and language context
- K14 how to build trust and rapport in a relationship
- K15 how your power and influence as a worker can impact on relationships
- K16 how to work in ways that promote active participation and maintain individuals' dignity, respect, personal beliefs and preferences
- K17 how to work in partnership with individuals, key people and others
- K18 how to manage ethical conflicts and dilemmas in your work
- K19 how to challenge poor practice
- K20 how and when to seek support in situations beyond your experience and expertise

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You need to know and understand:

Theory

- K21 the nature and impact of **factors that may affect the health, wellbeing and development of individuals** you care for or support
- K22 theories underpinning our understanding of human development and factors that affect it

You need to know and understand:

Personal and professional development

- K23 principles of reflective practice and why it is important

You need to know and understand:

Communication

- K24 factors that can affect communication and language skills and their development in children, young people adults
- K25 methods to promote effective communication and enable individuals to communicate their needs, views and preferences

You need to know and understand:

Health and Safety

- K26 your work setting policies and practices for monitoring and maintaining health, safety and security in the work environment
- K27 practices for the prevention and control of infection in the context of this standard

You need to know and understand:

Safe-guarding

- K28 the responsibility that everyone has to raise concerns about possible harm or abuse, poor or discriminatory practices
- K29 indicators of potential harm or abuse
- K30 how and when to report any concerns about abuse, poor or discriminatory practice, resources or operational difficulties
- K31 what to do if you have reported concerns but no action is taken to address them

You need to know and understand:

Handling information

- K32 legal requirements, policies and procedures for the security and confidentiality of information
- K33 legal and work setting requirements for recording information and producing reports
- K34 principles of confidentiality and when to pass on otherwise confidential information

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Specific to this NOS

You need to know and understand:

- K35 how direct payments may impact on the power and authority that you and your organisation have over the individual
- K36 how direct payments can increase the life options for the individual
- K37 how direct payments can flexibly meet the needs of the individual for support
- K38 what promotes and what limits the use of direct payments
- K39 how to resolve issues related to direct payments and the support available to help
- K40 how the use of direct payments impacts on your role and that of your organisation
- K41 the impact of direct payments on the role of key people and others in individuals' lives
- K42 good practice and what works when using direct payments
- K43 the potential organisational blocks to using direct payments and how to tackle them
- K44 how to remove blocks to the individual using direct payments
- K45 how to work with organisations controlled by people using direct payments or providing support for the individual
- K46 how to evaluate the use of direct payments with the individual

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Additional Information

Scope/range related to performance criteria

The details in this field are explanatory statements of scope and/or examples of possible contexts in which the NOS may apply; they are not to be regarded as range statements required for achievement of the NOS.

Note: Where an individual finds it difficult or impossible to express their own preferences and make decisions about their life, achievement of this standard may require the involvement of advocates or others who are able to represent the views and best interests of the individual.

Where there are language differences within the work setting, achievement of this standard may require the involvement of interpreters or translation services.

The **individual** is the adult, child or young person you support or care for in your work

Key people are those who are important to an individual and who can make a difference to his or her well-being. Key people may include family, friends, carers and others with whom the individual has a supportive relationship

Others are your colleagues and other professionals whose work contributes to the individual's well-being and who enable you to carry out your role

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Scope/range related to knowledge and understanding

The details in this field are explanatory statements of scope and/or examples of possible contexts in which the NOS may apply; they are not to be regarded as range statements required for achievement of the NOS.

All knowledge statements must be applied in the context of this standard.

Factors that may affect the health, wellbeing and development of individuals may include adverse circumstances or trauma before or during birth; autistic spectrum conditions; dementia; family circumstances; frailty; harm or abuse; injury; learning disability; medical conditions (chronic or acute); mental health; physical disability; physical ill health; poverty; profound or complex needs; sensory needs; social deprivation; substance misuse

Values

Adherence to codes of practice or conduct where applicable to your role and the principles and values that underpin your work setting, including the rights of children, young people and adults. These include the rights:

To be treated as an individual

To be treated equally and not be discriminated against

To be respected

To have privacy

To be treated in a dignified way

To be protected from danger and harm

To be supported and cared for in a way that meets their needs, takes account of their choices and also protects them

To communicate using their preferred methods of communication and language

To access information about themselves

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