SCDHSC0415
Lead the service delivery planning process to achieve outcomes for individuals

Overview

This standard outlines the requirements when you lead the service delivery planning process to achieve outcomes that will meet individuals' preferences and needs. It includes developing, agreeing, monitoring and reviewing service delivery plans for health, social or other care services. It also includes making any adjustments necessary to service delivery plans to improve outcomes for individuals.

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Develop service delivery plans

P1   review relevant documents and other **information** to identify the assessed needs of the **individual**, including any specialist needs and communication requirements

P2   support the individual and **key people** to identify the individual's needs and preferences about the way the health, social or other care service should be provided, taking account of the individual's chosen life style

P3   support the individual and key people to identify any implications and **risks** involved in responding to their preferences

P4   work in ways that promote **active participation** to enable the individual to maximise their potential and maintain their independence

P5   work with the individual and key people to develop an agreed service delivery plan that identifies the areas of health, social or other care that will be provided by the individual's family, friends and personal networks; and areas of health, social or other care that will be provided by you and people within and outside your work setting

P6   ensure the plan identifies actions to be taken by people within and outside your work setting to meet the assessed preferences and needs of the individual

P7   ensure the plan identifies areas of flexibility and enables the individual to maximise their potential and maintain their independence

P8   ensure the plan establishes individualised and agreed procedures for managing risks

P9   ensure the plan records any areas where the service is not the individual's first preference or where there are conflicts or concerns

P10   ensure the plan details procedures and practices for monitoring and reviewing the plan with the individual and key people

P11   produce the service delivery plan in a format and language that is appropriate to the complexity of the service to be provided and that is understandable and useable by all who will access and use it

P12   check the detail of the plan with the individual and key people

P13   record any necessary changes to meet agreed preferences and needs

P14   acquire necessary signatures when the final plan has been agreed

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Monitor service delivery plans

P15   ensure that the plan is held by the individual, unless there are clear and recorded reasons not to do so

P16   establish procedures and practices to enable the individual, key people and **others** providing services to provide feedback on changes to the individual's preferences and needs whenever necessary

P17   ensure that the individual and key people who can and should provide feedback on changes are able to use feedback procedures and practices effectively

P18   evaluate feedback from all sources promptly

P19   work with the individual and key people to identify adjustments that need to be made to the service delivery plan to meet the individual's changing preference and needs

P20   seek further information and advice on the implications for the individual of any proposed adjustments to the service delivery plan

P21   support the individual and key people to agree proposed adjustments

P22   report on changes and proposed changes to relevant people within and outside your work setting, in accordance with legal and work setting requirements

Review service delivery plans

You must be able to:

P23   identify legal and work setting requirements for the review of the service delivery plans

P24   support the individual and key people to understand and use the processes and procedures set in place to review and amend the service delivery plan

P25   ensure that those within and outside your work setting are aware of their roles and responsibilities in reviewing the service delivery plan

P26   support the individual, key people and those within and outside your work setting to identify the strengths of the service delivery plan in meeting the individual's preferences and needs and parts of the service delivery plan that could be strengthened

P27   support the individual, key people and those within and outside your work setting to identify changes that need to be made to the service delivery plan

P28   evaluate all relevant information to identify amendments needed to the service delivery plan

P29   agree changes to the service delivery plan with the individual, key people and relevant people within and outside your work setting

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P30   check the detail of the revised plan with the individual, key people and others involved

P31   acquire necessary signatures when the revised plan has been agreed

P32   provide copies of the plan to those who have the right to access it

P33   support the individual and key people to understand when changes to the service delivery plan will be made and how changes will affect the health, social or other care services they use

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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

K6   conflicts and dilemmas that may arise in relation to rights and how to address them

You need to know and understand:

Your practice

K7   legislation, statutory codes, standards, frameworks and guidance relevant to your work, your work setting and the content of this standard

K8   your own background, experiences and beliefs that may have an impact on your practice

K9   your own roles, responsibilities and accountabilities with their limits and boundaries

K10   the roles, responsibilities and accountabilities of others with whom you work

K11   how to access and work to procedures and agreed ways of working

K12   the meaning of person-centred/child centred working and the importance of knowing and respecting each person as an individual

K13   the prime importance of the interests and well-being of the individual

K14   the individual's cultural and language context

K15   how to build trust and rapport in a relationship

K16   how your power and influence as a worker can impact on relationships

K17   how to work in ways that promote active participation and maintain individuals' dignity, respect, personal beliefs and preferences

K18   how to work in partnership with individuals, key people and others

K19   how to manage ethical conflicts and dilemmas in your work

K20   how to challenge poor practice

K21   how and when to seek support in situations beyond your experience and expertise

Theory

You need to know and understand:

K22   the nature and impact of **factors that may affect the health, wellbeing and development of individuals** you care for or support

K23   theories underpinning our understanding of human development and factors that affect it

Personal and professional development

You need to know and understand:

K24   principles of reflective practice and why it is important

K25   your role in developing the professional knowledge and practice of others

K26   how to promote evidence based practice

Communication

You need to know and understand:

K27   factors that can affect communication and language skills and their development in children, young people and adults

K28   methods to promote effective communication and enable individuals to communicate their needs, views and preferences

Health and Safety

You need to know and understand:

K29   legal and statutory requirements for health and safety

K30   your work setting policies and practices for monitoring and maintaining health, safety and security in the work environment

K31   practices for the prevention and control of infection

Safe-guarding

You need to know and understand:

K32   legislation and national policy relating to the safe-guarding and protection of children, young people and adults

K33   the responsibility that everyone has to raise concerns about possible harm or abuse, poor or discriminatory practices

K34   indicators of potential harm or abuse

K35   how and when to report any concerns about abuse, poor or discriminatory practice, resources or operational difficulties

K36   what to do if you have reported concerns but no action is taken to

address them

K37   local systems and multi-disciplinary procedures that relate to safeguarding and protection from harm or abuse

Multi-disciplinary working

You need to know and understand:

K38   the purpose of working with other professionals and agencies

K39   the remit and responsibilities of other professionals and agencies involved in multi-disciplinary work

Handling information

You need to know and understand:

K40   legal requirements, policies and procedures for the security and confidentiality of information

K41   legal and work setting requirements for recording information and producing reports

K42   principles of confidentiality and when to pass on otherwise confidential information

K43   how to record written information with accuracy, clarity, relevance and an appropriate level of detail

K44   how and where electronic communications can and should be used for communicating, recording and reporting

Leading practice

You need to know and understand:

K45   theories about leadership

K46   standards of practice, service standards and guidance relating to the work setting

K47   national and local initiatives to promote the well-being of individuals

K48   lessons learned from government reports, research and inquiries into serious failures of health or social care practice and from successful interventions

K49   methods of supporting others to work with and support individuals, key people and others

K50   how to contribute to the development of systems, practices, policies and procedures

K51   techniques for problem solving and innovative thinking

Risk management

You need to know and understand:

K52   principles of risk assessment and risk management

K53   principles of positive risk-taking

Specific to this NOS

You need to know and understand:

	K54	policies, procedures and systems for developing, monitoring and reviewing service delivery plans
	K55	the factors to take account of when evaluating whether your organisation has the human, physical and financial resources to provide the services and facilities
	K56	methods of supporting individuals and key people to express their preferences and needs about the delivery of services and facilities
	K57	methods of supporting individuals to understand and take responsibility for promoting their own health and well- being
	K58	methods of supporting individuals to identify how their care or support needs should be met
	K59	methods of supporting staff to work with individuals, key people and others to implement and evaluate service delivery plans
	K60	the stages, procedures, paperwork and people involved in developing, monitoring and reviewing service delivery plans
	K61	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 preferences and needs of individuals

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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.

Active participation is a way of working that regards individuals as active partners in their own support or support rather than passive recipients. Active participation recognises each individual's right to participate in the activities and relationships of everyday life as independently as possible
The **individual** is the adult, child or young person for whom services are required
Information could be verbal, written or electronic and needs to be in a format that is accessible to the individual and should be provided within confidentiality agreements and according to legal and work setting requirements
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
A **risk** takes account of the likelihood of a hazard occurring and may include the possibility of danger, damage and destruction to the environment and goods; the possibility of injury and harm to people

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Scope/range related to knowledge and understanding

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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

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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