

## SCDHSC0442

# Evaluate the effectiveness of health, social or other care services



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### Overview

This standard identifies the requirements when you evaluate the effectiveness of health, social or other care services. It includes working with providers of health and social care services to ensure that they are delivering the quality of service specified in their contracts. It also includes identifying ways in which the overall quality, outcomes and cost-effectiveness of services can be improved.

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### Performance criteria

#### Manage the performance of providers of services

*You must be able to:*

- P1 agree with providers the information required to monitor **key performance indicators** for **services**, the format required and the intervals at which the information should be provided
- P2 agree with **partner agencies** common requirements for monitoring
- P3 ensure providers are competent to deliver the requirements of monitoring information
- P4 ensure that agreed monitoring information meets requirements for reporting to local, regional and national authorities
- P5 receive accurate and complete monitoring information in the format and at the intervals required
- P6 take appropriate **corrective action** in the case of deficiency in the monitoring information required
- P7 analyse the monitoring information supplied to identify where providers are, and are not, meeting contractual requirements for levels and **quality** of service
- P8 discuss the findings of your analysis in an open and constructive manner with the providers concerned
- P9 agree the actions they need to take to meet contractual requirements
- P10 take appropriate corrective action in the case of persistent failure by providers to meet contractual requirements
- P11 report on the performance of providers to local, regional and national authorities as required of services

#### Improve the effectiveness of services

*You must be able to:*

- P12 gather sufficient information to evaluate the **effectiveness of the services** provided
- P13 make an objective evaluation of the information in order to form a fair and valid judgement about the effectiveness of the services
- P14 make valid comparisons of the service with other comparable services
- P15 discuss the findings of your evaluations in an open and constructive way with the providers concerned
- P16 handle information in ways which maintain confidentiality
- P17 agree with providers ways in which they can improve the effectiveness of the services they provide within existing contracts
- P18 recommend ways in which the terms and conditions of future contracts should be changed to improve the effectiveness of services
- P19 report on your evaluation of the effectiveness of the services to local, regional and national authorities as required

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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

#### Your practice

*You need to know and understand:*

- K3 legislation, statutory codes, standards, frameworks and guidance relevant to your work, your work setting and the content of this standard
- K4 your own roles, responsibilities and accountabilities with their limits and boundaries
- K5 the roles, responsibilities and accountabilities of others with whom you work
- K6 how to access and work to procedures and agreed ways of working
- K7 the meaning of person-centred/child centred working
- K8 how your power and influence as a worker can impact on relationships
- K9 how to work in partnership with individuals, key people and others
- K10 how to manage ethical conflicts and dilemmas in your work
- K11 how and when to seek support in situations beyond your experience and expertise

*You need to know and understand:*

#### Theory for practice

- K12 the nature and impact of **factors that may affect the health, wellbeing and development of individuals** for whom contracts are required

#### Personal and professional development

*You need to know and understand:*

- K13 principles of reflective practice and why it is important

#### Safe-guarding

*You need to know and understand:*

- K14 legislation and national policy relating to the safe-guarding and protection of children, young people and adults
- K15 the responsibility that everyone has to raise concerns about possible harm or abuse, poor or discriminatory practices

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### Multi-disciplinary working

*You need to know and understand:*

- K16 the purpose of working with other professionals and agencies
- K17 the remit and responsibilities of other professionals and agencies involved in multi-disciplinary work

### Handling information

*You need to know and understand:*

- K18 legal requirements, policies and procedures for the security and confidentiality of information
- K19 legal and work setting requirements for recording information and producing reports
- K20 how to record written information with accuracy, clarity, relevance and an appropriate level of detail
- K21 how and where electronic communications can and should be used for communicating, recording and reporting

*You need to know and understand:*

### Leading practice

- K22 standards of practice, service standards and guidance relating to the work setting
- K23 national and local initiatives to promote the well-being of individuals
- K24 lessons learned from government reports, research and inquiries into serious failures of health or social care practice and from successful interventions
- K25 techniques for problem solving and innovative thinking

*You need to know and understand:*

### Specific to this NOS

- K26 how to use monitoring information to identify where providers are, and are not, meeting contractual requirements
- K27 the importance of receiving complete and accurate monitoring information
- K28 the range of corrective action that can be taken in case of deficiencies in information supplied
- K29 the information required in order to be able to make a fair and valid evaluation of services
- K30 the partner agencies in the local area
- K31 the range of key performance indicators required for services
- K32 the information required to monitor key performance indicators, the format and the intervals at which the information should be provided
- K33 the importance of agreeing with partner agencies common requirements for performance monitoring information

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- K34 how to make an objective and thorough evaluation of the quality, outcomes and cost-effectiveness of the services
- K35 the terms and conditions of contracts with providers of services
- K36 the range of actions providers can take to ensure they meet contractual
- K37 the range of corrective action that can be taken if providers persistently fail to meet their contractual requirements
- K38 the importance of key performance indicators in specifying and assuring the quality of services
- K39 the importance of making comparisons with other comparable services and how to do so
- K40 ways in which the quality of services can be improved

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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.

**Corrective action** may include giving advice and/or support to the provider; establishing alternative methods of obtaining monitoring information; agreeing alternative ways for providers to meet their contractual requirements; referring the deficiency or failure to a higher or other authority; taking steps to amend or terminate the contract

**Effectiveness of services** may include quality, outcomes and cost-effectiveness of the services

**Key performance indicators** may include targets for activities, outcomes, costs, input objectives based on quality standards, processes

**Partner agencies** are those agencies with which you work in partnership to provide the services and may include those who are in receipt of personal budgets who are managing their own care

**Quality** may include relevance of the service, accessibility or barriers to service, acceptability to people who use services, efficiency, partnership requirements

**Services** may include education and prevention services, care and treatment services, rehabilitation and transitional care services, services for direct employers, services for relatives and carers.

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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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