

## SCDHSC3100

### Participate in inter-disciplinary team working to support individuals



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#### Overview

This standard outlines the requirements when participating in inter-disciplinary team working to develop and implement personalised care or support packages. This includes participating in inter-disciplinary team working to support individuals and others to assess individuals' needs, then working together to plan, implement and evaluate personalised care or support packages.

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### Performance criteria

#### Participate in inter disciplinary teams to support individuals to assess their preferences and needs

*You must be able to:*

- P1 support the **active participation** of the **individual** in identifying which organisations and services could contribute to assessing and meeting their preferences and needs
- P2 support the individual to **communicate** their preferences, needs and concerns
- P3 support **key people** to communicate their perception of the individual's preferences, needs and concerns
- P4 establish roles and responsibilities within the inter disciplinary team in relation to assessment of the individual's needs
- P5 support the individual to understand your role and the role of **others** in the assessment process
- P6 contribute to the assessment process as agreed by the team and with the individual
- P7 accurately represent the views of all concerned when working within the inter-disciplinary team to assess the individuals' needs
- P8 complete records and reports in accordance with legal and work setting requirements

#### Participate in inter disciplinary teams to support individuals in planning and implementing personalised care or support packages

*You must be able to:*

- P9 agree your role and responsibilities within the team for planning and implementing the individual's personalised care or support package
- P10 ensure that the interests of the individual are always kept at the heart of the inter disciplinary team's work
- P11 contribute to planning the individual's personalised care or support package within your role and responsibilities
- P12 communicate the agreed plan to the individual and key people
- P13 where the content of the care or support package differs from their requests, support the individual and key people to understand why this is so
- P14 respond to queries and concerns about where the content of care package differs from their requests
- P15 communicate your role and responsibilities within the care or support package to the individual and key people
- P16 carry out your agreed role in implementing the package
- P17 raise within multi-disciplinary team meetings any concerns about the planning and implementation of the care or support package
- P18 accurately record processes and outcomes relating to the package
- P19 communicate these to team members to ensure that the individual

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- receives a continuous and seamless service
- P20 report any difficulties in implementing the care or support package to the appropriate people and organisations as soon as possible, in accordance with legal and work setting requirements

#### **Participate in inter disciplinary teams to evaluate personalised care or support packages**

*You must be able to:*

- P21 support the individual to identify how they should and could contribute to the review
- P22 ensure that the individual and other appropriate people are present at joint reviews of the individual's personalised care or support package
- P23 identify other agencies and organisations that may have a role in supporting the individual and contributing to the review
- P24 support the individual to represent their views about the effects of the package on their health and social well-being
- P25 act as an advocate for the individual where this is appropriate, accurately representing their views and interests to ensure they are heard
- P26 record clearly and accurately the benefits of and any concerns about the care or support package
- P27 report on the benefits and concerns based on the recorded evidence,
- P28 agree with the individual and all involved the changes that are required to the care or support package
- P29 agree with the individual and all involved the responsibilities of individuals, key people and others within the care or support package

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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

#### Your practice

*You need to know and understand:*

- 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

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experience and expertise

### Theory

*You need to know and understand:*

- 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

### Personal and professional development

*You need to know and understand:*

- K23 principles of reflective practice and why it is important

### Communication

*You need to know and understand:*

- 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

### Health and Safety

*You need to know and understand:*

- 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

### Safe-guarding

*You need to know and understand:*

- 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

### Handling information

*You need to know and understand:*

- 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

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- K34 principles of confidentiality and when to pass on otherwise confidential information

#### Specific to this NOS

*You need to know and understand:*

- K35 the impact of organisational structure and culture upon the policy and practice of inter-organisational, inter-disciplinary and inter professional working
- K36 how interdisciplinary working differs from other models of care and support provision
- K37 ways in which inter-agency and inter-disciplinary working can contribute to more effective delivery of care and support
- K38 how and where to access information and support that can inform your practice when participating in inter-disciplinary team working to develop, implement and review individualised care packages for individuals
- K39 government reports, inquiries and research reports relevant to best practice in multi-disciplinary team working for the development, implementation and review of care packages
- K40 the rationale for the personalisation of care and support and how this can work in practice
- K41 theories and best practice relevant to the assessment of the holistic needs and circumstances of individuals
- K42 theories and best practice relevant to care planning, implementation and review generally, and specifically to the individuals with whom you work
- K43 methods of monitoring, reviewing and evaluating care packages within a multidisciplinary team
- K44 the rights of individuals who are eligible for direct payments and the processes involved
- K45 the impact of direct payments on the support provided for individuals
- K46 methods of supporting individuals to contribute to assessments and reviews, express their preferences and needs, understand and take responsibility for promoting their own health and care, identify how their care needs should be met, assess and manage risks to their health and well-being
- K47 principles of multi-disciplinary and multi-organisational working to assess needs and plan, implement and review individualised care or support packages
- K48 principles that underpin effective joint agreements, team working and management
- K49 principles for communication techniques that are effective in promoting effective joint working and management of individualised care packages
- K50 principles on how to motivate team members to work effectively and for the good of the individuals involved

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K51 principles related to handling and minimising inter-personal conflict

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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 care 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

To **communicate** may include using the individual's preferred spoken language, the use of signs, the use of symbols or pictures, writing, objects of reference, communication passports, other non verbal forms of communication, human and technological aids to communication

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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**Relevant occupations** Health, Public Services and Care; Health and Social Care; Associate Professionals and Technical Occupations; Health and Social Services Officers; Health Associate Professionals; Personal Service Occupations; Healthcare and Related Personal Services

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**Suite** Health and Social Care

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