SCDINSPG1
Contribute to the improvement of services

Overview

This standard identifies the requirements when contributing to the improvement of outcomes for people who use health and social care services. It includes the formulation and dissemination of guidance and best practice for a range of services, both localised individual services and wider whole service delivery. It also includes the requirements when contributing to the improvement of services of own organisation, including inspection or scrutiny methods, processes and principles. It also includes working in partnership with a range of people and other agencies to improve services of own organisation

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Performance criteria

Contribute to improvement of health and social care services

You must be able to:

P1   develop relationships with service providers that enhance opportunities for improvement of service **outcomes** for **individuals**

P2   promote relevant codes of practice and conduct when relating to service providers

P3   promote service improvement by contributing to the development of guidance for service providers

P4   use information from other agencies to develop advice and guidance for service providers

P5   signpost service providers to appropriate information to improve service outcomes for individuals

P6   influence service improvement by **disseminating** good practice

P7   encourage providers to engage service users and carers in determining how to improve service outcomes for individuals

P8   encourage providers to use available **tools** to achieve improvement in service outcomes for individuals

P9   encourage providers to use **self-critical analysis** to drive improvement in service outcomes for individuals

P10   promote professional development to service providers as one way of improving service outcomes for individuals

P11   work in partnership with other agencies to develop advice and guidance on improving service outcomes for individuals

P12   work in partnership with other agencies to disseminate good practice advice for improving service outcomes for individuals

Contribute to improvement of services provided by organisation for inspection and scrutiny activities

You must be able to:

P9   undertake relevant quality assurance processes within the organisation

P10   implement control measures for **systems and processes** according to **procedures**

P11   represent organisation at all times in line with professional codes of conduct

P12   contribute to reviewing the **context of the organisation** to identify areas of improvement for the organisation

P13   analyse information from a **range of sources** to support initiatives for development

P14   use channels of communication to propose contributions to the development of **practice and principles** of inspection

P15   seek to improve experience of organisation for those outside the

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organisation

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Knowledge and understanding

Rights

You need to know and understand:

K1   legal and work setting requirements on equality, diversity, discrimination and rights

K2   your duty to address any acts or omissions that could infringe the rights of individuals

Your practice

You need to know and understand:

K3   legislation, including capacity and rights legislation, statutory codes, standards, frameworks and guidance appropriate to the organisation's operations and activities and its interpretation

K4   your own roles, responsibilities and accountabilities with their limits and boundaries

K5   your own background, experiences and beliefs that may have an impact on your practice

K6   **other agencies** that may impact on the work of your organisation, including their responsibilities, statutory powers, organisational priorities and staffing arrangements

K7   principles of working in partnership with **individuals** and other agencies

K8   the meaning of person-centred/child centred approaches and the importance of knowing and respecting each person as an individual

K9   meaning of dignity for individuals

K10   how to work with other agencies, establishments and other bodies to gather evidence of **positive outcomes** for individuals

K11   how to create a culture that promotes openness, creativity and problem solving

K12   principles of strategic planning and what a strategic plan should cover

K13   principles of quality assurance, quality control and the distinction between them

K14   evidence based research relating to provision of services

K15   identified lessons learnt from government reports and inquires

K16   how to access sources of expert advice in relation to health and social care, health and safety, building regulations, financial security and company law

K17   how to recognise areas for improvement against regulations, standards and best practice and how to respond

K18   when to use authority and the exercise of regulatory power rather than partnership

K19   how to implement, monitor and evaluate systems, practices, policies and procedures

K20   difficulties with capture of data and data problems

Communicating with individuals and organisations

You need to know and understand:

K21   the importance of individuals contributing to inspection and scrutiny activities
K22   participatory practice including techniques that can be used to engage with individuals
K23   the role of independent representation and advocacy for individuals
K24   methods to promote effective communication and enable others to communicate their views and preferences
K25   the importance of language in communication and the impact of bilingualism and how to work with it
K26   the purpose of working with other professionals and agencies
K27   the ethos of organisations and how different organisations work
K28   methods to promote effective communication within and between organisations
K29   how to convey potentially difficult or unwelcome information
K30   how to engage in professional dialogue and provide clear feedback which could contribute to the development of an organisation

Theory

You need to know and understand:

K31   theories and models of regulation, inspection, scrutiny and frameworks used to evaluate scrutiny and regulation
K32   theories about **leadership** and **management**
K33   principles of organisational behaviours and cultures
K34   factors that may affect the health, wellbeing and development of individuals in health and social care or children and young people's settings

Health and Safety

You need to know and understand:

K35   legal and statutory requirements for health and safety
K36   organisational policies and practices for monitoring and maintaining health, safety and security in the work environment

Safeguarding

You need to know and understand:

K37   the responsibility that everyone has to raise concerns about possible harm or abuse, poor or discriminatory practices
K38   legislation and national and local policy relating to the safeguarding and protection of children, young people and adults
K39   **early indicators of potential abuse**

K40   indicators and signs of potential harm or abuse

K41   how to respond to concerns about harm and abuse

Handling information

K42   legal requirements, policies and procedures for the security and confidentiality of information

K43   protocols and best practice governing the exchange of information with other individuals and agencies

Report writing

K44   how to record written information with accuracy, clarity, relevance, and appropriate level of detail including reference of sources of evidence

K45   legal and work setting requirements for recording information and producing reports within timescales

Risk management

K46   principles of **positive risk-taking** and the relation to inspection and scrutiny activities

K47   principles of risk assessment and principles of risk management

K48   how to critically evaluate principles and frameworks of risk assessment and risk management

Specific to this NOS

K49   standards of best practice in specific type of service being supported

K50   how to formulate guidance in a way that is helpful and useful

K51   where to disseminate guidance and information to reach maximum impact

K52   how to signpost to guidance that is helpful to service providers

K53   value of service providers engaging with people who use services and their carers for improvement of services

K54   how performance management processes support service improvement

K55   how promotion of professional development can be used to improve service outcomes

K56   principles of analysis of outcomes based approach

K57   change theory and how to drive change forward

K58   the dynamics of commercial business in larger / consortium type with several services

K59   the impact of external political, economic or social agendas on the internal drive for change

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K60   how to develop an action plan for the improvement of organisational performance

K61   how to review and monitor action plans for the improvement of organisational performance

K62   how to develop policies and procedures which are consistent with the achievement of quality standards

K63   the importance of performance measurement for the monitoring of quality standards

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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

Context of the organisation could include policies, structure, decision making processes, resources, aims and objectives
Disseminating can include dissemination of written documents and also publishing outcomes of inspections and best practice on line
The **individual** is an adult, child or young person who uses services
Outcomes are the changes or differences that individuals or care services are trying to achieve. Hard outcomes are changes that are clear and obvious, or those that involve a visible change in people's behaviour or circumstances. Soft outcomes are changes that are less easy to observe and measure, or those that involve more subtle changes inside people such as a change in someone's attitude, sense of well-being or how they see or feel about themselves
Practice and principles this may include policies
Procedures may include legal and organisational requirements for inspection and scrutiny activities, health and social care standards, codes of practice / conduct
Range of sources could include from other colleagues, other agencies and organisations, individuals and their families, records and reports, general public, media
Self-critical analysis may include self-critical reflective practice, peer review and audit
Systems and processes may include regulatory requirements, systems to monitor, review and evaluate the effectiveness of the inspection and scrutiny processes and practices within that process, methods of inspection and scrutiny, feedback mechanisms
Tools may include self-assessments, inspection reports, grading, and other mechanisms such as focus groups or direct questionnaires, and can be used flexibly or adapted for different groups of people as appropriate

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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 statement required for achievement of the NOS.

All knowledge statements must be applied in the context of this standard.
In relation to all knowledge statements you need to know and understand the specified areas of knowledge and be able to critically apply the knowledge and understanding in your practice

The early indicators of potential abuse may include, patronising attitudes to adults and children, restrictive practices including unnecessary locking of doors, restriction of positive opportunities, lack of respect in relating to individuals

The **individual** is an adult, child or young person who uses services

Other agencies may include other regulatory organisations, commissioners, local authorities, standard setting bodies

Leadership is the ability to provide strategic direction and a sense of purpose. Effective leaders create a sense of trust, confidence and belief, inspiring people to adopt the values and behaviours they promote. They are innovative, creative and motivating

Management is the ability to set the operational direction and organise the effective running of the service provision to meet the overall service needs including ethical, legislative, regulatory and organisational requirements. Effective managers facilitate and organise resources in order to optimise the performance of others, allowing them to carry out tasks and achieve goals efficiently and effectively. They provide clarity and accountability that enable teams to meet their objectives

Positive Outcomes may include health and safety, wellbeing, achievement of personal goals and ambitions, self esteem

Positive Risk Taking is a risk based approach that promotes the taking of risks as a deliberate and planned strategy designed to enhance health, welfare and educational outcomes. It represents best practice for professionals in health care, social work and educational settings in terms of promoting dignity, autonomy, and respect when working with children and adults at risk of harm

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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. Inspection and scrutiny activities will enhance these rights which 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 needs, takes account of choices and also protects
To communicate using preferred methods of communication and language
To access information about themselves

All aspects of inspection and scrutiny activity should seek to build on these underpinning values and should:

Be transparent
Be accountable
Be proportional
Be consistent
Be targeted
Be impartial
Enable providers

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