



Drug & Alcohol Professional Certification

Workplace Assessment

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

[From the Skills for Care & Development NOS. Formerly also known as DANOS AG1.]

For this unit you will be expected to develop, agree, monitor and review service delivery plans for health, social or other care services; make any adjustments necessary to service delivery plans to improve outcomes for individuals.

Note - for the purposes of FDAP Professional Certification, applicants must demonstrate that they are able to apply the generic knowledge and skills set out below in relation to substance users.

Name of applicant:

I confirm that I am the line manager / supervisor for the above named.

I have assessed the applicant's competence in relation to each of the numbered items listed overleaf and have placed my initials against each numbered item to indicate my satisfaction that the applicant has demonstrated the competence to which it refers (see notes below).

My assessment of the applicant's competence in this unit is based on the following (see notes below):

Name:

Signed:

Date:

Notes

You should 'sign off' the applicant's competence in relation to each of the items listed below only where you have clear evidence that they have demonstrated the appropriate knowledge or skills in real life settings. Your assessment should be based on one or more of the following: observation of the applicant's practice, your supervision of the applicant, evidence provided by an appropriate third party (such as clients / colleagues / previous supervisor/line manager). Note - completion of a training course does NOT itself provide evidence of competence in a particular area.

In some cases the applicant will not have the opportunity within their existing position to demonstrate all of the required competences. Where this is the case, arrangements will need to be made for their competence to be assessed in an alternative setting (such as on placement), or, where applicable, for it to be confirmed by a supervisor / line manager from a previous post.

Develop service delivery plans

1. you review relevant documents and other information to identify the assessed needs of the individual, including any specialist needs and communication requirements
2. you 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
3. you support the individual and key people to identify any implications and risks involved in responding to their preferences
4. you work in ways that promote active participation to enable the individual to maximise their potential and maintain their independence
5. you 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
6. you 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
7. you ensure the plan identifies areas of flexibility and enables the individual to maximise their potential and maintain their independence
8. you ensure the plan establishes individualised and agreed procedures for managing risks
9. you ensure the plan records any areas where the service is not the individual's first preference or where there are conflicts or concerns

10. you ensure the plan details procedures and practices for monitoring and reviewing the plan with the individual and key people
11. you 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
12. you check the detail of the plan with the individual and key people
13. you record any necessary changes to meet agreed preferences and needs
14. you acquire necessary signatures when the final plan has been agreed

Monitor service delivery plans

1. you ensure that the plan is held by the individual, unless there are clear and recorded reasons not to do so
2. you 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
3. you ensure that the individual and key people who can and should provide feedback on changes are able to use feedback procedures and practices effectively
4. you evaluate feedback from all sources promptly
5. you 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
6. you seek further information and advice on the implications for the individual of any proposed adjustments to the service delivery plan
7. you support the individual and key people to agree proposed adjustments
8. you 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

1. you identify legal and work setting requirements for the review of the service delivery plans
2. you 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
3. you ensure that those within and outside your work setting are aware of their roles and responsibilities in reviewing the service delivery plan

4. you 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
5. you 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
6. you evaluate all relevant information to identify amendments needed to the service delivery plan
7. you agree changes to the service delivery plan with the individual, key people and relevant people within and outside your work setting
8. you check the detail of the revised plan with the individual, key people and others involved
9. you acquire necessary signatures when the revised plan has been agreed
10. you provide copies of the plan to those who have the right to access it
11. you 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

Knowledge and Understanding

Rights

1. legal and work setting requirements on equality, diversity, discrimination and rights
2. your role in promoting individuals' rights, choices, wellbeing and active participation
3. your duty to report any acts or omissions that could infringe the rights of individuals
4. how to deal with and challenge discrimination
5. the rights that individuals have to make complaints and be supported to do so
6. conflicts and dilemmas that may arise in relation to rights and how to address them

Your practice

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

2. your own background, experiences and beliefs that may have an impact on your practice
3. your own roles, responsibilities and accountabilities with their limits and boundaries
4. the roles, responsibilities and accountabilities of others with whom you work
5. how to access and work to procedures and agreed ways of working
6. the meaning of person-centred/child centred working and the importance of knowing and respecting each person as an individual
7. the prime importance of the interests and well-being of the individual
8. the individual's cultural and language context
9. how to build trust and rapport in a relationship
10. how your power and influence as a worker can impact on relationships
11. how to work in ways that promote active participation and maintain individuals' dignity, respect, personal beliefs and preferences
12. how to work in partnership with individuals, key people and others
13. how to manage ethical conflicts and dilemmas in your work
14. how to challenge poor practice
15. how and when to seek support in situations beyond your experience and expertise

Theory

1. the nature and impact of factors that may affect the health, wellbeing and development of individuals you care for or support
2. theories underpinning our understanding of human development and factors that affect it

Personal and professional development

1. principles of reflective practice and why it is important
2. your role in developing the professional knowledge and practice of others
3. how to promote evidence based practice

Communication

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

Health and Safety

1. legal and statutory requirements for health and safety
2. your work setting policies and practices for monitoring and maintaining health, safety and security in the work environment
3. practices for the prevention and control of infection

Safe-guarding

1. legislation and national policy relating to the safe-guarding and protection of children, young people and adults
2. the responsibility that everyone has to raise concerns about possible harm or abuse, poor or discriminatory practices
3. indicators of potential harm or abuse
4. how and when to report any concerns about abuse, poor or discriminatory practice, resources or operational difficulties
5. what to do if you have reported concerns but no action is taken to address them
6. local systems and multi-disciplinary procedures that relate to safeguarding and protection from harm or abuse

Multi-disciplinary working

1. the purpose of working with other professionals and agencies
2. the remit and responsibilities of other professionals and agencies involved in multi-disciplinary work

Handling information

1. legal requirements, policies and procedures for the security and confidentiality of information
2. legal and work setting requirements for recording information and producing reports

3. principles of confidentiality and when to pass on otherwise confidential information
4. how to record written information with accuracy, clarity, relevance and an appropriate level of detail
5. how and where electronic communications can and should be used for communicating, recording and reporting

Leading practice

1. theories about leadership
2. standards of practice, service standards and guidance relating to the work setting
3. national and local initiatives to promote the well-being of individuals
4. lessons learned from government reports, research and inquiries into serious failures of health or social care practice and from successful interventions
5. methods of supporting others to work with and support individuals, key people and others
6. how to contribute to the development of systems, practices, policies and procedures
7. techniques for problem solving and innovative thinking

Risk management

1. principles of risk assessment and risk management
2. principles of positive risk-taking

Specific to this NOS

1. policies, procedures and systems for developing, monitoring and reviewing service delivery plans
2. the factors to take account of when evaluating whether your organisation has the human, physical and financial resources to provide the services and facilities
3. methods of supporting individuals and key people to express their preferences and needs about the delivery of services and facilities
4. methods of supporting individuals to understand and take responsibility for promoting their own health and well-being
5. methods of supporting individuals to identify how their care or support needs should be met

6. methods of supporting staff to work with individuals, key people and others to implement and evaluate service delivery plans

7. the stages, procedures, paperwork and people involved in developing, monitoring and reviewing service delivery plans

8. 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