

Unit overview

Elements of competence

414a	Work with individuals to assess their needs and preferences
414b	Support staff, individuals and key people to identify changes in the care needs of individuals
414c	Revise assessments to meet the changing needs and preferences

About this unit

For this unit, you will be expected to work with individuals and key people to assess the individuals' needs and preferences, monitor changes and evaluate the implications of changes on the individuals' support needs.

Scope

The scope is here to give you guidance on possible areas to be covered in this unit. The terms in this section give you a list of options linked with items in the performance criteria. You need to provide evidence for any option related to your work area.

Communicate using: the individual's preferred spoken language; the use of signs; symbols; pictures; writing; objects of reference; communication passports; other non verbal forms of communication; human and technological aids to communication.

Extra support could include the use of: key people; other professionals (eg interpreters, translators, signers etc.) specialist equipment to aid the individuals' communication abilities.

Key people include: family; friends; carers; others with whom the individual has a supportive relationship.

Your **knowledge and understanding** for this unit will relate to legal requirements and codes of practice applicable to the scope of your work and that of others with whom you work; your role, and level of responsibility you have within your organisation to manage activities to achieve an optimum service; the depth and breadth of understanding that will enable you carry out your job role and support others to perform competently; the need to be able to solve problems and resolve conflicts; the need to be able to evaluate, assess situations and act appropriately; systems and processes within your own and across other organisations and the need for you to be able to work in collaboration with individuals¹, key people and others within and outside your organisation.

Values underpinning the whole of the unit

The values underpinning this unit have been derived from the key purpose statement², the statement of expectations from carers and people receiving services, relevant service standards and codes of practice for health and social care in the four UK countries. If you are working with children and young people they can be found in the principles of care unit 44. If you are working with adults they can be found in unit 45. To achieve this unit you must demonstrate that you have applied the principles of care outlined in either unit 44 or unit 45 in your practice and through your knowledge.

¹If you are working with children and young people the term "individuals" covers children and young people and "key people" covers parents, families, carers, friends and others with whom the child/young person has a supportive relationship

²The key purpose identified for those working in health and social care settings is "to provide an integrated, ethical and inclusive service, which meets agreed needs and outcomes of people requiring health and/or social care"

Key words and concepts

This section provides explanations and definitions of the key words and concepts used in this unit. In occupational standards it is quite common to find words or phrases used which you will be familiar with, but which, in the detail of the standards, may be used in a very particular way.

Therefore, we would encourage you to read this section carefully before you begin working with the standards and to refer back to this section as required.

Active support	Support that encourages individuals to do as much for themselves as possible to maintain their independence and physical ability and encourages people with disabilities to maximise their own potential and independence
Agreed	The final form of the plan/assessment specifying if and where the services offered were not the first preference of the individual and identifying areas of concern, and conflicts of opinion/judgements
Care needs assessment	A comprehensive assessment of the individual's care needs. It will involve and take account of the preferences of individuals and key people and support being provided by key people and other services. It will cover: the individuals' physical and mental support needs; medication requirements; personal safety of individuals and key people; how any risks will be managed; any specialist needs, including preferred method of communication and language and the social interests, religious and cultural needs of individuals
Evidence based	Practice that is based on evidence, this may be research based evidence and/or knowledge based evidence
Individuals	The actual people requiring health and care services. Where individuals use advocates and interpreters to enable them to express their views, wishes or feelings and to speak on their behalf, the term individual within this standard covers the individual and their advocate or interpreter
Key people	Are those people who are key to an individual's health and social well-being. These are people in the individual's life who can make a difference to their health and well-being
Others	Are other people within and outside your organisation that are necessary for you to fulfil your job role
Rights	The rights that individuals have to: <ul style="list-style-type: none"> • be respected • be treated equally and not be discriminated against • be treated as an individual • be treated in a dignified way • privacy • be protected from danger and harm • be cared for in a way they choose • access information about themselves • communicate using their preferred methods of communication and language

414 ASSESS INDIVIDUAL NEEDS AND PREFERENCES

414a Work with individuals to assess their needs and preferences

Performance criteria

You need to show that:

- 1 You access and review relevant information, records and assessments about the needs and preferences of **individuals**
- 2 You identify and access any **extra support** needed to enable individuals to be fully involved in, and to communicate their needs and preferences
- 3 You access and provide information for individuals and **key people** in a format and language that enables them to:
 - assess their needs
 - make informed decisions about their preferences for the care and support they will receive
 - use the appropriate procedures to challenge any aspect of the **care needs assessment**
- 4 You identify and agree with individuals, key people and **others** within and outside your organisation, the services you and your organisation can deliver
- 5 You identify the issues that need to be included in the care needs assessment, ensuring that it provides for the **active support** of individuals and covers their short, medium and long term needs
- 6 You carry out individualised and comprehensive care needs assessments which actively involve individuals, key people and others
- 7 You highlight any areas of conflict, and agree, where possible, ways to resolve these
- 8 You use evidence based reporting and recording to document:
 - your actions and decisions
 - how the outcomes from the assessments were received and understood
 - how conflicts and issues were resolved and/or whether they still remain unresolved
 - the **agreed** outcomes from the individuals' care needs assessment for the individual
- 9 In ways, and at a level that can be understood by all who need and have a right to access the records and reports, within confidentiality agreements and according to legal and organisational requirements

414 ASSESS INDIVIDUAL NEEDS AND PREFERENCES

414b Support staff, individuals and key people to identify changes in the care needs of individuals

Performance criteria

You need to show that:

- 1 You establish procedures and systems to enable staff, individuals and key people to report changes to care needs, circumstances and preferences of individuals
- 2 You ensure that staff are provided, in writing, with relevant care needs assessment information to support their work activities
- 3 You ensure that individuals and key people are provided with care needs assessment information in format and language which they can understand
- 4 You support individuals and key people to understand the care needs assessment and the implications of this for the services your organisation will be providing
- 5 You ensure that staff, individuals and key people are aware of and understand how to provide feedback on any changes to the care needs and preferences of individuals
- 6 You support staff, individuals and key people to identify, monitor, communicate and report any changes in the individuals' care needs
- 7 You evaluate the implications and take appropriate action to deal with information about changes to individuals' care needs

414 ASSESS INDIVIDUAL NEEDS AND PREFERENCES

414c Revise assessments to meet the changing needs and preferences

Performance criteria

You need to show that:

- 1 You collate and evaluate all the information received about changes in individuals' care needs, circumstances and preferences
- 2 You discuss any changes to the care needs assessment with relevant staff within and outside your organisation, within confidentiality agreements and according to legal and organisational requirements
- 3 You support individuals and key people to identify and communicate aspects of the original care needs assessment that should remain the same and those that should be changed
- 4 You identify and agree with individuals, key people and staff within and outside your organisation how the care needs assessment should be revised
- 5 Where necessary, you carry out a re-assessment of the individual's care needs and preferences
- 6 You revise and/or develop a new care needs assessment to meet the changing needs, circumstances and preferences of individuals and key people
- 7 You use evidence based reporting and recording to document:
 - the revised or re-assessed care needs that are the rationale for the changes
 - how the revised/re-assessed needs were received and understood
 - how conflicts and issues were resolved and/or whether they still remain unresolved in ways and at a level that can be understood by all who need and have a right to access the records and reports, within confidentiality agreements and according to legal and organisational requirements

Knowledge specification for the whole of this unit

Competent practice is a combination of the application of skills and knowledge informed by values and ethics. This specification details the knowledge and understanding required to carry out competent practice in for the performance described in this unit. When using this specification **it is important to read the knowledge requirements in relation to expectations and requirements of your job role.**

Values

- 1 Legal and organisational requirements on equality, diversity, discrimination, **rights**, confidentiality and sharing of information when assessing individual needs and preferences
- 2 Knowledge and practice that underpin the holistic person centred approach which enable you to work in ways that:
 - place the individuals' preferences and best interests at the centre of everything you do
 - provide active support for the individuals
 - recognise the uniqueness of individuals and their circumstances
 - empower individuals to take responsibility (as far as they are able and within any restrictions placed upon them), and make and communicate their own decisions about their lives, actions and risks when assessing individual needs and preferences
- 3 How to manage ethical dilemmas and conflicts for individuals, those who use services and staff/colleagues when assessing the individuals' needs and preferences
- 4 How to challenge, and to support individuals, key people and others to challenge information, documents, systems, structures, procedures and practices that are discriminatory when assessing individual needs and preferences
- 5 The ways that health and social care values may differ from those of the individuals and key people you are working with
- 6 How to form relationships that promote the individuals' rights, choices and well-being

Legislation and organisational policy and procedures

- 7 Codes of practice and conduct, and standards and guidance relevant to your setting and own and the roles, responsibilities, accountability and duties of **others** when assessing individual needs and preferences
- 8 Current local, UK and European legislation and organisational requirements, procedures and practices for:
 - data protection
 - health and safety
 - risk assessment and management
 - employment practices
 - protecting individuals from danger, harm and abuse
 - making and dealing with complaints and whistle blowing
 - multi-disciplinary and multi-agency working
 - working in integrated ways to promote the individual's well-being
 - care needs assessment and review
- 9 Key government initiatives which affect the assessment of individual needs and circumstances
- 10 How to access, evaluate and influence organisational and workplace policies, procedures and systems for assessing individual needs and preferences
- 11 How to access and record information, decisions and judgements when assessing individual needs and preferences, electronically and manually
- 12 How different philosophies, principles, priorities and codes of practice can affect inter-agency and partnership working when assessing individual needs and preferences

Knowledge specification for the whole of this unit (continued)

- 13 The resources available within and outside your organisation to provide health and care services that are flexible and person-centred
- 14 Policies, procedures, guidance and protocols with the other organisations and professions with whom you work

Theory and practice

- 15 How and where to access literature, information and support to inform your practice when assessing and reviewing individual needs and preferences
- 16 An up-to-date knowledge of:
- literature related to best practice in care needs assessment and review
 - government reports, inquiries and research relevant to care needs assessment and review
 - government reports, inquiries and research into serious failures to protect individuals, families, carers and other key people
- 17 Theories of:
- facilitating empowerment and participation of individuals and key people in care needs assessment and review
 - the role of family and social support networks in meeting individuals' needs
 - how social and economic circumstances may impact on individuals' social care, well-being and life chances
 - human resource management in relation to care needs assessment and review
 - human growth and development
 - managing loss and change
 - how stress can affect behaviour
 - how power and influence can be used and abused when carrying out care needs assessments
 - multi-disciplinary and multi-organisational working
- 18 Knowledge of the physical, emotional and health conditions of the individuals for whom you are carrying out the assessment and how to use this information to make informed decisions for care needs assessment and reviews
- 19 How to analyse, balance and interpret:
- individual needs and preferences
 - views of key people
 - evidence, knowledge and practice based information
 - knowledge of individuals' conditions
 - to enable you to assess individuals' needs and preferences, fairly and ethically
- 20 Methods of supporting individuals and key people to:
- express their wishes, needs and preferences
 - understand and take responsibility for promoting their own health and well-being
 - identify how their care needs should be met
 - assess and manage risks to their health and well-being
- 21 Methods of:
- assessment and review
 - observing and assessing individual needs, circumstances and preferences
 - identifying, agreeing and monitoring outcomes
 - communicating in ways that facilitate the empowerment and participation of individuals
 - providing accurate and accessible feedback on assessments
 - identifying, managing and working with risk
- 22 The use of evidence, fact and knowledge based opinion in records and reports and why it is important to differentiate between these and make clear the source of evidence

Evidence requirements for this unit

- Direct observation by assessor and/or an expert witness is required for some of the performance criteria for every element in this unit.
- Prior to commencing the unit you should agree a plan with your assessor regarding the types of evidence to be used.
- You must provide your assessor with evidence for ALL the performance criteria and ALL the knowledge requirements and the relevant parts of the SCOPE as applicable to your workplace.
- The evidence must, at all times, reflect the policies and procedures of the workplaces as linked to current legislation and valued and principles for best practice within the Health and Social Care Sector. This will include the National Service Standards for your area of work or client group.
- All evidence should relate to real work activities for all elements of this unit.
- Simulation is NOT permitted for this unit.

Competences can be demonstrated using a variety of types of evidence from the following:

- **Work products:** these can be any record that you would normally use within your normal role eg needs assessments, policies and procedures; reports and records; communication records, etc.
- **Assignment/project:** you may have already completed a Project or Assignment (for example from HNC, NC, VRQ, BTec courses, D32, 33, 34, A1 and V1). You could also use evidence of previous in-house training course/programmes you have completed showing professional development.
- **Reflective accounts:** you describe your actions in a particular situation(s) and reflect on the reason(s) for you practicing in that way, in relation to individuals and staff.
- **Questioning:** you and your assessor may agree on questions to demonstrate your knowledge, to supplement the knowledge demonstrated through observations, products and reflective accounts. These can be oral or written but evidence of this must be recorded.

NB Confidential records do not require to be included in your portfolio of evidence. These can remain where they are normally stored and checked by your assessor and internal verifier. If they are included, they MUST be anonymised.