

416

DEVELOP, IMPLEMENT AND REVIEW CARE PLANS WITH INDIVIDUALS

Unit overview

Elements of competence

416a	Develop care plans to meet individual needs and preferences
416b	Implement care plans
416c	Review and revise care plans to meet changing needs, preferences and circumstances

About this unit

For this unit you will be expected, with the support of other staff, to develop, implement and review care plans.

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.

Information: any plans, care needs assessments, records and reports relevant to the individual needs and preferences.

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.

¹ If 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

² The 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"

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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 specifying if and where the services offered were not the first preference of the individual and identifying areas of concern, and conflicts of opinions/judgements
Care plans	The care plan will include all aspects of the individual's care needs which need to be adhered to within any setting in which the individual is placed. It addresses the holistic needs of the individual
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
Information	Information will include any plans, care needs assessments, records and reports relevant to the individual needs and preferences
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
Risks	The likelihood of danger, harm and/or abuse arising from anything or anyone

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416a Develop care plans to meet individual needs and preferences

Performance criteria

You need to show that:

- 1 You identify and agree the roles and responsibilities of all concerned with the development of **care plans**
- 2 You access and review:
 - **information** about individuals' needs and preferences and any specific requirements they may have
 - literature and knowledge based research relevant to individuals' needs and preferences
- 3 You work with people within and outside your organisation to ensure the development of the best possible care plans for individuals
- 4 You involve and support **individuals** and **key people** to contribute at every point in the development of the care plans
- 5 You identify and agree the content of care plans, ensuring that:
 - individual needs and preferences are placed at the centre of care plan activities
 - the plans provide **active support** for individuals
 - individuals and key people are protected from danger, harm and abuse
 - **risks** are managed
- 6 You develop care plans:
 - according to legal and organisational requirements
 - in a format and language that is understandable and useable by all who need and are required to access and use them
- 7 You check the details and make sure that individuals and key people understand the contents of the plan
- 8 You provide **evidenced based** records and reports, that detail:
 - actions and decisions about the content of the plan
 - aspects of the plan where there was any disagreement and how this was resolved
- 9 You complete, and support individuals to complete, any necessary paperwork when the final plan has been **agreed**
- 10 You ensure that the plan is stored and able to be accessed within confidentiality agreements and according to legal, organisational and any service requirements

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416b Implement care plans

Performance criteria

You need to show that:

- 1 You support individuals and key people to understand:
 - the arrangements for the implementation of their care plan
 - their roles and responsibilities in implementing the care plan
 - any areas where their preferences have not been able to be met and why
 - how any emerging problems and crises will be addressed
 - how they can compliment, challenge and complain about the care plan and its implementation
- 2 You identify and agree the roles and responsibilities of all concerned with the implementation of care plans for individuals
- 3 You carry out your own role and responsibilities in implementing care plans, in ways that illustrate best practice to all with whom you work
- 4 You support staff involved in the implementation of care plans to:
 - work effectively, holistically, inclusively and provide active support for individuals and key people when implementing care plans activities
 - understand their role and responsibilities in carrying out specific activities
 - understand and use the best methods to implement the care plan activities to meet individual needs and preferences
 - record and report any discomfort and change in individuals when working with individuals and implementing care plan activities
- 5 You support individuals and key people to identify their views and preferences and provide feedback on the implementation of the care plan
- 6 You work with all involved to identify and report any changes arising from the impact of the care plan on the health and social well-being of the individual
- 7 You address any difficulties arising from changes in resources and to the needs, circumstances and preferences of individuals

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416c Review and revise care plans to meet changing needs, preferences and circumstances

Performance criteria

You need to show that:

- 1 You identify and agree the roles, responsibilities and criteria for judging the quality and effectiveness of care plans with all involved
- 2 You work with individuals, key people and **others** within and outside your organisation to:
 - review all aspects of the care plan
 - agree changes to the care plan
 - identify resources necessary to implement any changes
- 3 You contribute to, participate in and run meetings and discussions to agree revisions to care plans, taking account of any benefits and risks
- 4 You ensure that review meetings are arranged and run in ways which promote the full participation of individuals and key people
- 5 You collate and review information, and revise care plans within agreed timescales
- 6 You ensure that individuals and key people understand the revisions that have been made to the care plans and the implications of these for the health and care services that individuals receive
- 7 You provide evidenced based records and reports, that detail:
 - actions and decisions about the revisions to the plan
 - aspects of the plan where there was any disagreement and how this was resolved
- 8 You complete, and support individuals to complete, any necessary paperwork when the revised plan has been agreed
- 9 You ensure that the revised plan is stored and able to be accessed within confidentiality agreements and according to legal, organisational and any service 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 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 developing, implementing and reviewing care plans
- 2 Knowledge and practice that underpin the holistic person-centred approach which enable you to work in ways that:
 - place the individual's 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 developing, implementing and reviewing care plans
- 3 How to manage ethical dilemmas and conflicts for individuals, those who use services and staff/colleagues when developing, implementing and reviewing care plans
- 4 How to challenge, and to support individuals, key people and others to challenge information, documents, systems, structures, procedures and practices that are discriminatory
- 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 individual's 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 developing, implementing and reviewing care plans
- 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
 - your responsibility for keeping yourself, individuals and others safe
 - 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
 - the planning and provision of services
 - developing, implementing and reviewing care plans
- 9 Key government initiatives which affect the development and review of care plans to meet individual needs, preferences and circumstances

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Knowledge specification for the whole of this unit (continued)

- 10 How to access, evaluate and influence organisational and workplace policies, procedures and systems for developing, implementing and reviewing care plans
- 11 How to access and record information, decisions and judgements for care plans
- 12 How different philosophies, principles, priorities and codes of practice can affect inter-agency and partnership working when developing, implementing and reviewing care plans

Theory and practice

- 13 How and where to access literature, information and support to inform your practice when developing, implementing and reviewing care plans
- 14 An up-to-date knowledge of:
 - literature related to best practice in the development, implementation and review of care plans
 - government reports, inquiries and research relevant to the development, implementation and review of care plans
 - government reports, inquiries and research into serious failures to protect individuals, families, carers and other key people
- 15 Theories of:
 - facilitating empowerment and participation of individuals and key people in the development, implementation and review of care plans
 - the role of family and social support networks in meeting individuals' needs
 - how social and economic circumstances may impact on the individual's social care, well-being and life chances
 - human resource management in relation to the development, implementation and review of care plans
 - human growth and development
 - managing loss and change
 - how stress can affect behaviour
 - how power and influence can be used and abused when developing, implementing and reviewing care plans
 - multi-disciplinary and multi-organisational working
- 16 Knowledge of the physical, emotional and health conditions of the individuals for whom you are developing, implementing and reviewing care plans and how to use this information to make informed decisions for the content of the care plans
- 17 The factors to take account of when evaluating whether your organisation has the resources (human, physical and financial) to provide the services and facilities
- 18 How to analyse, interpret and balance:
 - individual needs and preferences
 - views of key people
 - evidence, knowledge and practice based information
 - knowledge of individuals' conditions
 - resources and capacity within your organisationto enable you to assess individuals' needs and preferences, fairly and ethically
- 19 Methods of supporting individuals and key people to:
 - express their wishes, needs and preferences about the delivery of services and facilities
 - 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

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Knowledge specification for the whole of this unit (continued)

- 20 Methods of supporting staff to work with individuals, key people and others to deliver, implement and evaluate care plans
- 21 The stages, procedures, paperwork and people involved in developing, implementing and reviewing care plans
- 22 The use of evidence, fact and knowledge based opinions in records and reports and why it is important to differentiate between these and make clear the source of evidence
- 23 What is meant by needs-led and service-led planning and their relevance for reviewing care plans
- 24 Reasons for changing resources and care plans and how to deal with the affect this may have on individuals
- 25 Why and how the review and revision of care plans may have implications for individuals, key people and the existing provision

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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 care plans, policies and procedures; reports and records; communication records; outline of training plans; supervision notes, minutes of meetings, 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 individual, staff and key people.
- **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.