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| Overview | This standard identifies the requirements when you assess the preferences and the care or support needs of individuals. This begins by working with individuals to carry out a comprehensive assessment of their preferences, needs and strengths and the outcomes they wish to achieve through care or support. The standard also covers the need to make assessment information available in accessible forms. It includes revising assessments to meet changes in individuals' care or support needs and preferences. |
| **Performance criteria**You must be able to:You must be able to:*You must be able to* | **Work with individuals to assess their preferences and care or support needs**1. establish trust and rapport between the individual, key people and yourself
2. review existing notes, records and assessments about the preferences and care or support needs of the individual
3. access any extra support needed to enable the individual to be fully involved in the care or support needs assessment process and to communicate their preferences and needs
4. ensure that all information relating to the assessment is provided in a language and format accessible to the individual and key people
5. provide information that will enable the individual to assess their own care or support needs
6. identify the issues to be included in a comprehensive, individualised assessment, ensuring that these cover the individual’s short, medium and long term needs and take account of their strengths and abilities
7. carry out the comprehensive assessment in a way that promotes the active participation of the individual, key people and others
8. pay attention to the individual’s own account of their circumstances
9. agree with the individual and key people the outcomes they wish to achieve in the short, medium and long term
10. ensure that the individual’s family and personal networks are recognised as potential resources to address preferences and needs
11. provide accessible information that will enable the individual and key people to make informed decisions about their preferences for the care and support they will receive
12. work together to address any areas where there are conflicting views relating to the assessment
13. provide information and advice about how the individual and key people can challenge any aspect of the assessment with which they are unhappy

Make assessment information available to those who have a right to see it1. complete records of the assessment including outcomes, actions and decisions; how conclusions of the assessment were received and understood; how conflicts and issues were resolved and whether any still remain unresolved
2. ensure that records relating to the assessment are available in accessible ways to those who need to and have the right to access them, within confidentiality agreements and according to legal and work setting requirements
3. support the individual and key people to understand their care or support needs assessment and the implications of it
4. ensure that your team members are provided with relevant assessment information, in writing, to support their work activities with the individual

**Revise assessments in the light of changing preferences and needs**1. establish procedures and systems to enable the individual, key people and others to report changes to the preferences, care or support needs and circumstances of the individual
2. support the individual, key people and others to report changes they identify
3. evaluate information received about changes in the preferences, needs and circumstances of the individual
4. discuss any changes to care or support needs with others, within confidentiality agreements and according to legal and work setting requirements
5. support the individual and key people to communicate aspects of the original assessment that should remain the same and those that may need to be changed
6. agree with the individual, key people and others within and outside your organisation how the assessment should be revised
7. carry out a wider re-assessment of the individual’s care or support needs where necessary
8. revise the care or support needs assessment to address the changing preferences, needs and circumstances of the individual and key people
9. document the changes that are the rationale for revising the assessment
10. complete required records of the revised assessment including outcomes, actions and decisions; how revisions were received and understood; how conflicts and issues were resolved and whether any still remain unresolved
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| Knowledge and understandingYou need to know and understand:You need to know and understand:You need to know and understand:You need to know and understand:You need to know and understand:You need to know and understand:You need to know and understand:You need to know and understand:You need to know and understand:You need to know and understand:You need to know and understand:You need to know and understand: | **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 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 in the context of this standard

**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 NOS1. the role of family and social support networks in meeting the individual's needs
2. human resource management in relation to care needs assessment and review
3. how power and influence can be used and abused when carrying out care needs assessments
4. knowledge of the physical, emotional and health conditions of the individual for whom you are carrying out the assessment and how to use this information to make informed decisions for care needs assessment and reviews
5. how to analyse, balance and interpret the individual’s needs and preferences with views of other people, evidence, knowledge and practice based information and knowledge of the individual's conditions to enable you to assess the individual's needs and preferences, fairly and ethically
6. methods of supporting the individual and key people to express their wishes, needs and preferences to support them to understand and take responsibility for promoting their own health and well- being, to identify how their care needs should be met and to assess and manage risks to their health and well-being
7. methods of assessment and review
8. methods of observing and assessing the individual’s needs, circumstances and preferences
9. methods of identifying, agreeing and monitoring outcomes
10. methods of providing accurate and accessible feedback on assessments
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**Additional Information**

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| 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 support 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**Care or support needs assessment** is a comprehensive and person centred assessment that will assess the individual’s strengths, needs and preferences. The needs may encompass those relating to physical health, mental health, medication, independence, personal safety, risks. Wider aspects important to the individual may relate to their language, culture, beliefs, interests, aspirations, resilience, resourcefulness and life experiences**Extra support** may include the use of key people and other professionals such as interpreters, translators, signers; or specialist equipment to aid communication The **individual** is the adult, child or young person you support or care for in your work**Information** could be verbal, written or electronic and needs to be in a format that is accessible to the individual and should be provided within confidentiality agreements and according to legal and work setting requirements**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**Records** of assessment must be evidence-based and meet legal and work setting requirements |

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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  |

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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 and adults.  These include the rights:To be treated as an individualTo be treated equally and not be discriminated againstTo be respectedTo have privacyTo be treated in a dignified wayTo be protected from danger and harmTo be supported and cared for in a way that meets their needs, takes account of their choices and also protects themTo communicate using their preferred methods of communication and languageTo access information about themselves |

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| Status | Original |
| Originating organisation | Skills for Care & Development |
| Original URN |  HSC414 |
| Relevant occupations | Health, Public Services and Care; Health, 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 |
| Suite | Health and Social Care |
| Key words | assess, needs, preferences |