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| Overview | This standard identifies the requirements when managing and supervising workers to carry out care and support within individuals’ homes. It also identifies the requirements when dealing with day to day changes and emergencies. |

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| **Performance criteria**  You must be able to:  You must be able to:  You must be able to: | **Manage the systems and processes that support workers to carry out care and support for individuals in their home**   1. follow legislative, regulatory and organisational requirements when providing workers to carry out care and support for individuals in their home 2. ensure that individuals, key people and others are aware of what can be expected from the service provision and those delivering it 3. ensure that workers are provided with a written job description, person specification and contract that outlines their role, responsibilities and accountabilities 4. ensure that workers are clear about their role, responsibilities and accountabilities, legislative, regulatory and organisational requirements, Codes of Practice, systems, policies and practice they must follow in their work 5. ensure that workers understand their role, responsibilities and accountabilities when working with other professionals involved in the care and support of individuals 6. ensure that arrangements are made for the induction of new workers that meets legislative, regulatory and organisational requirements 7. ensure that workers adhere to systems, policies and organisational practice requirements 8. gather information from individuals, key people and others about the practice of workers 9. use observations of workers to assess their knowledge, understanding and practice 10. set up effective communication systems and methods that support the co-ordination and management of workers at a distance 11. support clear communication and information sharing with individuals and others 12. manage handover procedures that provide clear information sharing and continuity of service 13. ensure that workers complete records about key events and activities according to legislative, regulatory and organisational requirements 14. develop policies and procedures that support safe lone working practices 15. carry out risk assessments to support lone working practices 16. ensure that there are clear systems and processes in place to ensure that individuals, key people and workers are not at risk 17. support workers to respond appropriately to any physical or verbal aggression from individuals or key people 18. ensure that workers have an up to date work schedule 19. ensure that workers are follow care or support plans for individuals 20. ensure that workers are clear about their time allocation and the activities they are required to carry out to support an individual 21. ensure that workers communicate any difficulties related to the individual or the activities they are required to carry out 22. seek feedback from individuals and key people about the service they receive   Manage the supervision and support of staff that contributes to the achievement of positive outcomes for individuals   1. implement systems, procedures and practices for supervision and performance reviews in the context of legislative, regulatory and organisational requirements 2. ensure that written agreements for supervision and performance reviews are in place for all workers 3. ensure that all workers receive regular supervision 4. create a culture that supports exchange of information and constructive feedback in supervision and performance reviews 5. ensure that records from supervision and performance reviews are accurate and completed within agreed timescales 6. ensure that all workers have a personal development plan that identifies their learning and development needs 7. critically analyse the knowledge, understanding and skills of the current workforce 8. plan the development of the workforce to meet identified gaps in knowledge, understanding and skills and future needs 9. provide development opportunities to support the safe and effective practice of workers 10. provide development opportunities to support workers to prepare for new roles and responsibilities 11. provide additional support to workers who do not feel able to carry out any aspect of their work 12. critically evaluate how development opportunities have supported the achievement of positive outcomes for individuals 13. critically evaluate situations that may lead to conflicts between workers or with individuals or key people 14. develop strategies to address situations that may lead to conflicts between workers or with individuals or key people   Manage response to day to day changes and emergencies   1. ensure that a responsible and competent person is on call and contactable during the hours that workers are on duty 2. ensure that workers are clear about the procedures they need to follow when dealing with emergency situations, accidents or incidents 3. respond promptly when emergency situations, accidents or incidents are reported 4. ensure that clear and accurate records are kept of any emergency situations, accidents or incidents 5. ensure that workers receive support following the reporting of emergency situations, accidents or incidents 6. evaluate records of emergency situations, accidents and incidents to establish improvements to the service or changes that need to take place 7. reallocate workforce resources to respond to day to day changes and emergencies 8. ensure that individuals and key people are promptly informed of any changes to their care service arrangements 9. ensure that workers are promptly informed of any changes to their work schedule 10. review contingency arrangements for unplanned and unforeseen circumstances |

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| Knowledge and understanding  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:  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 developing and maintaining systems, procedures and practices which promote 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 **critically evaluate** and take informed action against discrimination 5. the rights that individuals have to make complaints and be supported to do so 6. how to ensure that individuals are informed about the service they can expect to receive 7. your role in developing and maintaining systems, procedures and practices which ensure that individuals have access to information about themselves in a format they can understand 8. 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 leader and manager can impact on relationships 11. the role of independent representation and advocacy for individuals 12. how to work in ways that promote active participation and maintain individuals’ dignity, respect, personal beliefs and preferences 13. how to work in ways that achieve positive outcomes for individuals 14. how to manage resources to deliver services that meet targets and achieve positive outcomes for individuals 15. how to distinguish between **outputs** and **outcomes** 16. how to work in partnership with individuals, key people and others 17. how to identify and manage ethical conflicts and dilemmas in your work 18. how to challenge and address poor practice 19. how to address concerns and complaints 20. how and when to seek support in situations beyond your experience and expertise 21. the nature and impact of **factors that may affect the health, wellbeing and development of individuals** you care for or support 22. theories underpinning our understanding of human development and factors that affect it   **Personalisation and resources**   1. how to critically evaluate evidence and knowledge based theories and models of good practice about empowerment and citizen directed services 2. how to identify and promote the potential of individuals to use their personal strengths and resources to achieve change 3. the value and role of family networks, communities and groups in achieving positive outcomes, and ways to develop them 4. the nature of **personalisation** and personalised services, including self directed support 5. the range of resources available within informal networks, within the wider community, through formal service provision and through innovation 6. how assistive technology can be used to support the independence of individuals 7. how to lead, manage and support others to plan, deliver and review personalised services with individuals   **Continuing 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** 4. methods of managing performance to meet targets and achieve positive outcomes 5. how to assess performance 6. how to provide constructive feedback to others on their practice and performance 7. how to address performance that does not meet required standards 8. how to use supervision to support the practice and performance of others 9. how to use appraisal to support the practice and performance of others 10. systems, procedures and practices for managing workloads 11. methods for delegating work   **Communication**   1. factors that can affect communication and language skills and their development in children, young people or adults 2. methods to promote effective communication and enable individuals to communicate their needs, views and preferences 3. factors that can affect communication within and between organisations 4. methods to promote effective communication within and between organisations   **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   **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 harm or 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 7. how to support others who have expressed concerns about 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 3. features of multi-disciplinary and interagency communication 4. how different philosophies, principles, priorities and codes of practice can affect partnership working   **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 within timescales 3. principles of confidentiality and when to pass on otherwise confidential information 4. how to support the effective sharing of information to achieve positive outcomes for individuals 5. how to record written information with accuracy, clarity, relevance and an appropriate level of detail 6. how to use evidence, fact and knowledge-based opinion to support professional judgements in records and reports 7. how and where electronic communications can and should be used for communicating, recording and reporting   **Leading and managing practice**   1. how to **critically analyse** theories about **leadership** and **management** 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. models of practice for the use of early interventions 5. lessons learned from government reports, research and inquiries into serious failures of health or social care practice and from successful interventions 6. methods of supporting others to work with and support individuals, key people and others 7. how to lead and manage practice that achieves positive outcomes for individuals 8. methods of supporting others to recognise and take informed action against discrimination 9. how to develop systems, practices, policies and procedures 10. how to implement, monitor and evaluate systems, practices, policies and procedures 11. how to promote the services and facilities of your work- setting 12. techniques for problem solving and innovative thinking 13. how to motivate others 14. how to critically evaluate evidence and knowledge based theories and models of good practice about change management 15. how to use change management techniques   **Risk management**   1. how to critically evaluate principles and frameworks of risk assessment and risk management 2. principles of positive risk-taking 3. how to lead others to develop practice that supports positive risk-taking   Managing people   1. legal and work-setting requirements for **employment practices** 2. internal and external governance arrangements for the work-setting 3. factors that can lead to pressures on the service, individual and team performance 4. how to manage time, resources and workload of self and others 5. how to manage team dynamics 6. how to create a culture that promotes openness, creativity and problem solving 7. how to create a culture that supports people to embrace change   **Specific to this NOS**   1. how to implement and monitor systems, procedures and practice for **safe** **lone working** 2. how to manage potential or actual situations of conflict or tension between workers or with individuals and key people |

**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  **Care or Support plans** are formal plans that must be developed and agreed with the individual and/or those who are able to represent the individual’s best interests. It addresses the holistic needs of the individual and contains information on all aspects of that person’s care requirements. The care or support plan must underpin the individual’s care and support within any health or social care setting  **Critically analyse** is to examine something closely such as a policy, procedure, theory, complex situation, problem or an approach to practice – identifying the parts or issues that contribute to the whole product, situation or idea and determining how these different parts affect the quality of the whole product or how the individual issues affect the overall situation  Critical analysis involves a weighing-up of the factors concerned, for their contribution of strengths / weaknesses or advantages / disadvantages of a product or in a situation. Critical analysis is part of the process of understanding issues and developing original and creative responses  **Critically evaluate** is to weigh arguments for and against something, assessing all evidence, this could relate to factors such as models of care service delivery, policy development, theories, approaches to practice  Critical evaluation requires a weighing up and making judgements on factors such as currency, relevance, validity, outcomes, cost, sustainability, risk, and fitness-for-purpose of a product or a service against other products, services or ideas, using relevant criteria to frame the evaluation and inform decision-making  **Critically analyse** is to examine something closely such as a policy, procedure, theory, complex situation, problem or an approach to practice – identifying the parts or issues that contribute to the whole product, situation or idea and determining how these different parts affect the quality of the whole product or how the individual issues affect the overall situation.  Critical analysis involves a weighing-up of the factors concerned, for their contribution of strengths / weaknesses or advantages / disadvantages of a product or in a situation. Critical analysis is part of the process of understanding issues and developing original and creative responses  **Critically evaluate** is to weigh arguments for and against something, assessing all evidence, this could relate to factors such as models of care service delivery, policy development, theories, approaches to practice  Critical evaluation requires a weighing up and making judgements on factors such as currency, relevance, validity, outcomes, cost, sustainability, risk, and fitness-for-purpose of a product or a service against other products, services or ideas, using relevant criteria to frame the evaluation and inform decision-making  **Development opportunities** may include a blend of educational programmes, training activities, mentoring, coaching, shadowing, induction, supervision, guided reading, research, action learning sets, peer group discussions  The **individual** is the person you support or care for in your work  **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  Lone working practice these would include risk assessments, on-call systems, entering and securing the homes of individuals, adhering to Codes of Practice and professional boundaries  **Others** are workers that you manage, your colleagues and other professionals whose work contributes to the individual’s well-being and who enable you to carry out your role  **Personal development plan** is a formal record of areas of strength, areas for development, proposed learning opportunities and timeframes for achievement, developed in collaboration with a supervisor/mentor  **Risk assessments** should include the safety and well being of the worker and the frisk of physical or verbal aggression |

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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 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 leadership and management practice**  **Critically analyse** is to examine something closely such as a policy, procedure, theory, complex situation, problem or an approach to practice – identifying the parts or issues that contribute to the whole product, situation or idea and determining how these different parts affect the quality of the whole product or how the individual issues affect the overall situation  Critical analysis involves a weighing-up of the factors concerned, for their contribution of strengths / weaknesses or advantages / disadvantages of a product or in a situation. Critical analysis is part of the process of understanding issues and developing original and creative responses  **Critically evaluate** is to weigh arguments for and against something, assessing all evidence, this could relate to factors such as models of care service delivery, policy development, theories, approaches to practice  Critical evaluation requires a weighing up and making judgements on factors such as currency, relevance, validity, outcomes, cost, sustainability, risk, and fitness-for-purpose of a product or a service against other products, services or ideas, using relevant criteria to frame the evaluation and inform decision-making  **Employment practices** should include recruitment, performance management, disciplinary procedures, grievance procedures  **Evidence based** **practice** uses systems, processes and ‘practice wisdom’ that has been proved to be effective in supporting the achievement of positive outcomes. Evidence may have been drawn from a variety of sources: research, both formal and informal, and the views and opinions of individuals, key people and those involved in the delivery of care services  **Factors that may affect the health, wellbeing and development** may include adverse circumstances or trauma before or during birth; autistic spectrum disorder; 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  **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  **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  **Outputs** are the tangible products, services or facilities that are a result of organisational activities or the activities of those involved in the delivery of the service provision. Outputs may be used to achieve outcomes    **Personalisation** can be defined as 'changing the power balance so that each person really does have choice and control over the care services that they want. From being a recipient of services, individuals become involved in selecting and shaping the services they use'. Personalisation is a social care approach that encompasses citizen-directed support; self-directed support; the use of direct payments or personal budgets; the provision of accessible information and advice on care and support and the promotion of independence and self-reliance amongst individuals and communities  Depending on how it is used the **power and influence** of leaders and managers may have either a positive or negative effect upon relationships  Safe lone working systems, procedures and practice would include risk assessments, on-call systems, entering and securing the homes of individuals, adhering to Codes of Practice and professional boundaries |
| 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. These 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 their needs, takes account of their choices and also protects them  To communicate using their preferred methods of communication and language  To access information about themselves |

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