

Postoutline : Community Nurse - Care Manager, Band 6 - Directorate of Learning Disability Services

Created On Thursday, August 31, 2006

Created By Gloria Jarman

This Post Outline Is Not Approved

Assigned To :

Purpose : The post holder will have an understanding of the knowledge and skills of the professional activities within a Community Support Team within the field of Learning Disabilities. They will be responsible for managing a case management caseload, and will liaise with both Social and Healthcare professionals to meet client need.

Pay Band :

Reporting To : Nurse Band 7

KSF Dimensions, Levels And Indicators

Dimension Type	Dimension Number	Dimension Name	Second Gateway (Full Outline)		Foundation Gateway (Subset Outline)	
			Level	Indicator	Level	Indicator
Core	C1	COMMUNICATION	3	A,B,C,D,E,F	3	A,B,C,D,E,F
Core	C2	PERSONAL AND PEOPLE DEVELOPMENT	3	A,B,C,D,E,F,G	3	A,B,C,D,E,F,G
Core	C3	HEALTH, SAFETY AND SECURITY	3	A,B,C,D,E	3	A,B,C,D,E
Core	C4	SERVICE IMPROVEMENT	3	A,B,C,D,E,F,G	3	A,B,C,D,E,F,G
Core	C5	QUALITY	3	A,B,C,D,E,F,G	3	A,B,C,D,E,F,G
Core	C6	EQUALITY AND DIVERSITY	3	A,B,C,D,E	3	A,B,C,D,E
Specific	HWB2	ASSESSMENT AND CARE PLANNING TO MEET HEALTH AND WELLBEING NEEDS	3	A,B,C,D,E,F,G	3	A,B,C,D,E,F,G
Specific	HWB3	PROTECTION OF HEALTH AND WELLBEING	3	A,B,C,D,E,F,G,H	3	A,B,C,D,E,F,G,H
Specific	HWB6	ASSESSMENT AND TREATMENT PLANNING	3	A,B,C,D,E,F,G,H,I,J	3	A,B,C,D,E,F,G,H,I, J
Specific	IK1	INFORMATION PROCESSING	1	A,B,C,D,E	1	A,B,C,D,E
Specific	G1	LEARNING AND DEVELOPMENT	1	A,B,C	1	A,B,C

C1 COMMUNICATION

Second Gateway (Full Outline)

Level : 3 Develop and maintain communication with people about difficult matters and/or in difficult situations

Level Indicators:

- a) identifies the range of people likely to be involved in the communication, any potential communication differences and relevant contextual factors
- b) communicates with people in a form and manner that:
 - is consistent with their level of understanding, culture, background and preferred ways of communicating
 - is appropriate to the purpose of the communication and the context in which it is taking place
 - encourages the effective participation of all involved
- c) recognises and reflects on barriers to effective communication and modifies communication in response
- d) provides feedback to other workers on their communication at appropriate times
- e) keeps accurate and complete records of activities and communications consistent with legislation, policies and procedures.
- f) communicates in a manner that is consistent with relevant legislation, policies and procedures.

Foundation Gateway (Subset Outline)

Level : 3 Develop and maintain communication with people about difficult matters and/or in difficult situations

Level Indicators:

- a) identifies the range of people likely to be involved in the communication, any potential communication differences and relevant contextual factors
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 - is consistent with their level of understanding, culture, background and preferred ways of communicating
 - is appropriate to the purpose of the communication and the context in which it is taking place
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- c) recognises and reflects on barriers to effective communication and modifies communication in response
- d) provides feedback to other workers on their communication at appropriate times
- e) keeps accurate and complete records of activities and communications consistent with legislation, policies and procedures.
- f) communicates in a manner that is consistent with relevant legislation, policies and procedures.

Examples Of Application:

- Adhere to the NMC Guidelines for records and record keeping (2002).
 - Contribute to the development of teams, individuals and self to enhance performance.
 - Create and maintain effective communication systems and working relationships between colleagues, peers and key stakeholders from various professions and agencies e.g. regularly chairing/attending meetings and taking minutes.
 - Frequently receive and communicate highly complex and sensitive information to/with client, carer(s) and other professionals regarding services to meet the needs of individuals.
 - Be empathic and provide support and counselling for clients/carer(s) e.g. dealing with difficult family situations or circumstances and initiating carers assessment when appropriate.
 - Maintain and enhance effective communication to assist decision making and achievement of organisational goals.
- Complete records accurately using local authority documentation.
- Inform the team manager of service deficiencies and their impact.

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 - Complete records accurately using local authority documentation.
- Inform the team manager of service deficiencies and their impact.

C2 PERSONAL AND PEOPLE DEVELOPMENT

Second Gateway (Full Outline)

Level : 3 Develop oneself and contribute to the development of others

Level Indicators:

- a) reflects on and evaluates how well s/he is applying knowledge and skills to meet current and emerging work demands and the requirements of the KSF outline for his/her post
- b) identifies own development needs and sets own personal development objectives in discussion with his/her reviewer
- c) takes responsibility for own personal development and maintains own personal development portfolio
- d) makes effective use of learning opportunities within and outside the workplace evaluating their effectiveness and feeding back relevant information
- e) enables others to develop and apply their knowledge and skills in practice
- f) contributes to the development of others in a manner that is consistent with legislation, policies and procedures
- g) contributes to developing the workplace as a learning environment.

Foundation Gateway (Subset Outline)

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- g) contributes to developing the workplace as a learning environment.

Examples Of Application:

- Contribute to the professional leadership agenda.
- Contribute to the development of teams, individuals and self to enhance performance.
- Participate in the identification and selection of personnel.
- Manage community placements for student nurses by planning, allocating and evaluating their work and undertaking assessment in line with fitness for practice.
- Develop ones own knowledge and skills by participating in education and training as a result of undertaking a personal development review and resulting in a personal development plan.
- Participating in post basic education as a result of completing a training needs analysis with the band 7 nurse.
- Actively seeking opportunities to continually develop oneself, consistent with the principles of life long learning and in line with the professional bodies Continuous Professional Development requirement and provide documented evidence.
- Providing preceptorship/mentorship to newly qualified and student nurses.
- Contributing to working project groups as required by Head of Nursing.
- Participate in a system of both management and clinical supervision, agreed by Assistant Head of Nursing, Locality Manager and local authority team manager.

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- Contributing to working project groups as required by Head of Nursing.
- Participate in a system of both management and clinical supervision, agreed by Assistant Head of Nursing, Locality Manager and local authority team manager.

C3 HEALTH, SAFETY AND SECURITY

Second Gateway (Full Outline)

Level : 3 Promote, monitor and maintain best practice in health, safety and security

Level Indicators:

- a) identifies:
 - the risks involved in work activities and processes
 - how to manage the risks
 - how to help others manage risk
- b) undertakes work activities consistent with:
 - legislation, policies and procedures
 - the assessment and management of risk
- c) monitors work areas and practices and ensures they:
 - are safe and free from hazards
 - conform to health, safety and security legislation, policies, procedures and guidelines
- d) takes the necessary action in relation to risks
- e) identifies how health, safety and security can be improved and takes action to put this into effect.

Foundation Gateway (Subset Outline)

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- d) takes the necessary action in relation to risks
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Examples Of Application:

·Work alone with frequent exposure to highly unpleasant working conditions, either client related e.g. verbal and physical aggression, faeces, urine and bodily fluids or external influences e.g. weather, driving conditions and unhygienic environments.

·Attend relevant statutory update workshops/seminars in Health and Safety, Moving and Handling, Cardio Pulmonary Resuscitation and Positive Behavioural Management, POVA, Child protection etc.

·Personal duty of care and contribute to the management of the team in relation to health, safety and security.

·Trust/Directorate policies procedures e.g. Lone working, inclement weather etc.

·Contribute to the co-ordination of risk assessment for client/staff/environment

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Contribute to the co-ordination of risk assessment for client/staff/environment

C4 SERVICE IMPROVEMENT

Second Gateway (Full Outline)

Level : 3 Appraise, interpret and apply suggestions, recommendations and directives to improve services

Level Indicators:

- a) identifies and evaluates areas for potential service improvement
- b) discusses and agrees with others:
 - how services should be improved as a result of suggestions, recommendations and directives
 - how to balance and prioritise competing interests
 - how improvements will be taken forward and implemented
- c) constructively undertakes own role in improving services as agreed and to time, supporting others effectively during times of change and working with others to overcome problems and tensions as they arise
- d) maintains and sustains direction, policies and strategies until they are firmly embedded in the culture inspiring others with values and a vision of the future whilst acknowledging traditions and background
- e) enables and encourages others to:
 - understand and appreciate the influences on services and the reasons why improvements are being made
 - offer suggestions, ideas and views for improving services and developing direction, policies and strategies
 - alter their practice in line with agreed improvements
 - share achievements
 - challenge tradition
- f) evaluates with others the effectiveness of service improvements and agrees that further action is required to take them forward
- g) appraises draft policies and strategies for their effect on users and the public and makes recommendations for improvement

Foundation Gateway (Subset Outline)

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- g) appraises draft policies and strategies for their effect on users and the public and makes recommendations for improvement

Examples Of Application:

- Contribute to the implementation of NICE Guidelines, National Service Frameworks where applicable.
 - Be aware and actively participate in developments and innovations in health care and its application to practice.
 - Assist Senior Nurse in the management of change to embrace Innovations and developments in health care and their application to practice.
 - Take an active role maintaining and ensuring a service achieves optimal outcomes for service users.
 - Gather required information to promote decision-making, which will contribute to the further development of the Clinical Governance framework, within the work environment.
 - Contribute to the maintenance and improvement of service products and systems by participating in discussions, meetings, task teams at the discretion of the Senior Nurse.
 - Contributing to the development of a research and development culture within your work area, which will result in the undertaking and utilisation of nursing research in line with the Trust's R & D strategic framework.
- Work in partnership with Locality Manager and Local Authority Team Manager to develop the service locally.

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 - Be aware and actively participate in developments and innovations in health care and its application to practice.
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- Work in partnership the the Locality Manager and local authority Team Manager, to develop the service locally.

Second Gateway (Full Outline)

Level : 3 Contribute to improving quality

Level Indicators:

- a) acts consistently with legislation, policies, procedures and other quality approaches and promotes the value of quality approaches to others
- b) understands own role in the organisation and its scope and identifies how this may develop over time
- c) works as an effective and responsible team member and enables others to do so
- d) prioritises own workload and organises and carries out own work in a manner that maintains and promotes quality
- e) evaluates the quality of own and others' work and raises quality issues and related risks with the relevant people
- f) supports the introduction and maintenance of quality systems and processes in own work area
- g) takes the appropriate action when there are persistent quality problems.

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- e) evaluates the quality of own and others' work and raises quality issues and related risks with the relevant people
- f) supports the introduction and maintenance of quality systems and processes in own work area
- g) takes the appropriate action when there are persistent quality problems.

Examples Of Application:

- Actively participate in audit compliance with quality systems as required.
 - Maintain own work schedule and prioritise work on a daily basis.
 - Adhere to the NMC Code of Professional Conduct (2002) and midwives Rules and Code of Practice (1998).
 - Adhere to the principles of Clinical Governance
 - communication
 - leadership
 - systems awareness
 - ownership
 - Comply with Bro Morgannwg NHS Trust
 - Nursing and Midwifery Strategy and Clinical Policies
 - Corporate and Operational Policies and Procedures
 - Legislation and Strategy requirements e.g. Health and Safety.
- Contribute to the implementation of NICE guidelines, NSFs where applicable

Contribute to the promotion of excellence in clinical nursing practice.

Contribute to the development of audit compliance with quality systems as required e.g. Directorate Nursing Standards to evaluate quality in own and other(s) work.

Maintain and enhance effective communication to assist decision-making and achievement of organisational goals.

Examples of Application:

- Actively participate in audit compliance with quality systems as required..
 - Maintain own work schedule and prioritise work on a daily basis.
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Maintain and enhance effective communication to assist decision-making and achievement of organisational goals.

C6 EQUALITY AND DIVERSITY

Second Gateway (Full Outline)

Level : 3 Promote equality and value diversity

Level Indicators:

- a) interprets equality, diversity and rights in accordance with legislation, policies, procedures and relevant standards
- b) evaluates the extent to which legislation is applied in the culture and environment of own sphere of activity
- c) identifies patterns of discrimination and takes action to overcome discrimination and promote diversity and equality of opportunity
- d) enables others to promote equality and diversity and a non-discriminatory culture
- e) supports people who need assistance in exercising their rights.

Examples Of Application:

- Recognise situations that may be detrimental to the health and wellbeing of the client by utilising clinical risk management assessments and giving advice on management strategies.
- promote the rights, responsibilities and diversities of people with a learning disability.
- Undertake the role of Appropriate Adult.
- Work as part of a team which respects individual's rights and dignity at work

Foundation Gateway (Subset Outline)

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Examples of Application: ·Recognise situations that may be detrimental to the health and wellbeing of the client by utilising clinical risk management assessments and giving advice on management strategies.

·promote the rights, responsibilities and diversities of people with a learning disability.

·Undertake the role of Appropriate Adult.

·Work as part of a team which respects individual's rights and dignity at work

HWB2 ASSESSMENT AND CARE PLANNING TO MEET HEALTH AND WELLBEING NEEDS

Second Gateway (Full Outline)

Level : 3 Assess health and wellbeing needs and develop, monitor and review care plans to meet specific needs

Level Indicators:

- a) plans the assessment of people's health and wellbeing needs and prepares for it to take place
- b) explains clearly to people:
 - own role, responsibilities and accountability
 - the information that is needed from the assessment and who might have access to it
 - the benefits and risks of the assessment process and alternatives approaches
- c) respects people's dignity, wishes and beliefs; involves them in shared decision making; and obtains their consent
- d) uses assessment methods and processes of reasoning that
 - are based on available evidence
 - are appropriate for the people concerned
 - obtain sufficient information for informed decision making
 - s/he has the knowledge, skills and experience to use effectively
 - are consistent with legislation, policies and procedures
- e) considers and interprets all of the information available and makes a justifiable assessment of people's health and well-being, related needs and risks and explains the outcomes to those concerned
- f) develops and records care plans that are appropriate to the people concerned and:
 - are consistent with the outcomes of assessing their health and wellbeing needs
 - identify the risks that need to be managed
 - have clear goals
 - involve other practitioners and agencies when this is necessary to meet people's health and wellbeing needs and risks
 - are consistent with the resources available
 - note people's wishes and needs that it was not possible to meet
- g) monitors the implementation of care plans and makes changes to meet people's needs

Foundation Gateway (Subset Outline)

Level : 3 Assess health and wellbeing needs and develop, monitor and review care plans to meet specific needs

Level Indicators:

- a) plans the assessment of people's health and wellbeing needs and prepares for it to take place
- b) explains clearly to people:
 - own role, responsibilities and accountability
 - the information that is needed from the assessment and who might have access to it
 - the benefits and risks of the assessment process and alternatives approaches
- c) respects people's dignity, wishes and beliefs; involves them in shared decision making; and obtains their consent
- d) uses assessment methods and processes of reasoning that
 - are based on available evidence
 - are appropriate for the people concerned
 - obtain sufficient information for informed decision making
 - s/he has the knowledge, skills and experience to use effectively
 - are consistent with legislation, policies and procedures
- e) considers and interprets all of the information available and makes a justifiable assessment of people's health and well-being, related needs and risks and explains the outcomes to those concerned
- f) develops and records care plans that are appropriate to the people concerned and:
 - are consistent with the outcomes of assessing their health and wellbeing needs
 - identify the risks that need to be managed
 - have clear goals
 - involve other practitioners and agencies when this is necessary to meet people's health and wellbeing needs and risks
 - are consistent with the resources available
 - note people's wishes and needs that it was not possible to meet
- g) monitors the implementation of care plans and makes changes to meet people's needs

NEEDS



NEEDS

Examples Of Application: ·Deliver nursing care to meet the needs of clients as prescribed in care plans aligned with Fundamentals of Care.

·Identifying the need for designing, developing, delivering and evaluating learning/training programmes for clients, carers and multi-disciplinary and multi-agency groups e.g. net work training.

·Develop and maintain effective systems of liaison with primary and secondary care services to improve/maintain the physical health of clients.

·Contribute to clinical leadership to advise and direct on health promotion/education and the prevention and minimisation of the effects of a primary or secondary disability.

·Be responsible for the management of care for a group of clients over a period of time and organise appropriate support services working autonomously and being accountable for own practice including re-prioritisation to respond to crisis situations for clients and carers.

·Offer assessment to carers of people with a learning disability regarding their ability to continue caring and/or their right to a full assessment of their own need.

·Design and develop Care Plans by collaborating with a range of agencies and organisations that may be able to contribute to meeting clients needs and ensuring that care plans are regularly reviewed within timescales as required by local authority Policy.

·Agree and carry out monitoring arrangements with service providers.

·Take a lead role in the co-ordination and compilation of continuing healthcare applications.

·Provision of specialist professional advice to commissioning agencies, including the identification of outcome of assessment, the

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·Agree and carry out monitoring arrangements with service providers.

·Take a lead role in the co-ordination and compilation of continuing healthcare applications.

·Provision of specialist professional advice to commissioning agencies, including the identification of outcome of assessment, the identification of service provision, and monitoring and reviewing of placements and care packages, i.e. within or out of county.

NEEDS

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HWB3 PROTECTION OF HEALTH AND WELLBEING

Second Gateway (Full Outline)

Level : 3 Implement aspects of a protection plan and review its effectiveness

Level Indicators:

- a) works in partnership with others to identify and assess the nature, location and seriousness of the particular risks
- b) prioritises own work in line with areas of highest risk coordinating own actions with anyone else involved
- c) contacts people who are at risk taking the necessary action if difficulties are encountered
- d) explains to people the purpose for the contact, any requirements for statutory enforcement, what people are required to do to comply with statutory enforcement and what will happen if they fail to comply and involves them in shared decision making
- e) prepares for and undertakes the protective interventions that s/he is responsible for as part of the protection plan in a manner that
 - is consistent with evidence-based practice, legislation, policies and procedures
 - is appropriate to the people concerned
 - is appropriate for the setting
 - maintains health and safety
- f) undertakes own work in ways which manage risk and are consistent with statutory enforcement
- g) works with other members of the protection team to plan, monitor and review the effectiveness of the protection plan
- h) records and reports on the aspects of the overall protection plan for which s/he is responsible consistent with legislation, policies and procedures.

Foundation Gateway (Subset Outline)

Level : 3 Implement aspects of a protection plan and review its effectiveness

Level Indicators:

- a) works in partnership with others to identify and assess the nature, location and seriousness of the particular risks
- b) prioritises own work in line with areas of highest risk coordinating own actions with anyone else involved
- c) contacts people who are at risk taking the necessary action if difficulties are encountered
- d) explains to people the purpose for the contact, any requirements for statutory enforcement, what people are required to do to comply with statutory enforcement and what will happen if they fail to comply and involves them in shared decision making
- e) prepares for and undertakes the protective interventions that s/he is responsible for as part of the protection plan in a manner that
 - is consistent with evidence-based practice, legislation, policies and procedures
 - is appropriate to the people concerned
 - is appropriate for the setting
 - maintains health and safety
- f) undertakes own work in ways which manage risk and are consistent with statutory enforcement
- g) works with other members of the protection team to plan, monitor and review the effectiveness of the protection plan
- h) records and reports on the aspects of the overall protection plan for which s/he is responsible consistent with legislation, policies and procedures.

Examples Of Application:

- Actively identify ways in which improvements can be promoted for the social and emotional environments of clients and advocate for clients where appropriate.
- Initiate referral for child protection or protection of vulnerable adults, and contribute to the process e.g. by attendance at meetings and providing supportive information.
- Undertake the role of Appropriate Adult if required to do so.
- Be responsible for the management of care for a group of clients over a period of time and organise appropriate support services working autonomously and being accountable for own practice, including reprioritisation to respond to crisis situations for clients and carers.
- Liaise specifically with Directorate of Learning Disability Services, Healthcare providers and local primary care teams to ensure the identification of health needs and the provision of appropriate intervention to meet these needs.

Examples of Application:

- Actively identify ways in which improvements can be promoted for the social and emotional environments of clients and advocate for clients where appropriate.
- Initiate referral for child protection or protection of vulnerable adults, and contribute to the process e.g. by attendance at meetings and providing supportive information.
- Undertake the role of Appropriate Adult if required to do so.
- Be responsible for the management of care for a group of clients over a period of time and organise appropriate support services working autonomously and being accountable for own practice, including reprioritisation to respond to crisis situations for clients and carers.
- Liaise specifically with Directorate of Learning Disability Services, Healthcare providers and local primary care teams to ensure the identification of health needs and the provision of appropriate intervention to meet these needs.

HWB6 ASSESSMENT AND TREATMENT PLANNING

Second Gateway (Full Outline)

Level : 3 Assess physiological and/or psychological functioning and develop, monitor and review related treatment plans

Level Indicators:

- a) evaluates relevant information to plan the range and sequence of assessment required and determines:
 - the specific activities to be undertaken
 - the risks to be managed
 - the urgency with which assessments are needed
- b) selects appropriate assessment approaches, methods, techniques and equipment, in line with
 - individual needs and characteristics
 - evidence of effectiveness
 - the resources available
- c) respects people's dignity, wishes and beliefs; involves them in shared decision making; and obtains their consent
- d) prepares for, carries out and monitors assessments in line with evidence based practice, and legislation, policies and procedures and/or established protocols / established theories and models
- e) monitors individuals during assessments and takes the appropriate action in relation to any significant changes or possible risks
- f) evaluates assessment findings/results and takes appropriate action when there are issues
- g) considers and interprets all of the information available using systematic processes of reasoning to reach a justifiable assessment and explains the outcomes to those concerned
- h) determines and records diagnosis and treatment plans according to agreed protocols / pathways / models and that are:
 - consistent with the outcomes of the assessment
 - consistent with the individual's wishes and views
 - include communications with other professions and agencies
 - involve other practitioners and agencies when this is necessary to meet people's health and wellbeing needs and risks
 - are consistent with the resources available
 - note people's wishes and needs that it was not possible to meet

Foundation Gateway (Subset Outline)

Level : 3 Assess physiological and/or psychological functioning and develop, monitor and review related treatment plans

Level Indicators:

- a) evaluates relevant information to plan the range and sequence of assessment required and determines:
 - the specific activities to be undertaken
 - the risks to be managed
 - the urgency with which assessments are needed
- b) selects appropriate assessment approaches, methods, techniques and equipment, in line with
 - individual needs and characteristics
 - evidence of effectiveness
 - the resources available
- c) respects people's dignity, wishes and beliefs; involves them in shared decision making; and obtains their consent
- d) prepares for, carries out and monitors assessments in line with evidence based practice, and legislation, policies and procedures and/or established protocols / established theories and models
- e) monitors individuals during assessments and takes the appropriate action in relation to any significant changes or possible risks
- f) evaluates assessment findings/results and takes appropriate action when there are issues
- g) considers and interprets all of the information available using systematic processes of reasoning to reach a justifiable assessment and explains the outcomes to those concerned
- h) determines and records diagnosis and treatment plans according to agreed protocols / pathways / models and that are:
 - consistent with the outcomes of the assessment
 - consistent with the individual's wishes and views
 - include communications with other professions and agencies
 - involve other practitioners and agencies when this is necessary to meet people's health and wellbeing needs and risks
 - are consistent with the resources available
 - note people's wishes and needs that it was not possible to meet

- i) monitors and reviews the implementation of treatment plans and makes changes within agreed protocols / pathways / models for clinical effectiveness and to meet people's needs and views
- j) identifies individuals whose needs fall outside protocols / pathways / models and makes referrals to the appropriate practitioners with the necessary degree of urgency.

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Examples Of Application:

- Devise, evaluate and contribute to the planning and implementation of therapeutic and highly complex programmes of care in order to promote the health and wellbeing of clients.
- Devise, implement and evaluate a plan of nursing care based on comprehensive and observational assessments, undertaken with the co-operation of the client and or his/her advocate/carer where possible, taking into account the multidisciplinary approach, and uniqueness of each client e.g. clients with complex health needs and/or challenging behaviour and/or dual diagnosis.
- Deliver nursing care to meet the needs of clients as prescribed in care plans aligned with fundamentals of care.
- Actively identify ways in which improvements can be promoted for the social and emotional environments of clients.
- Be empathetic and provide support and counselling for clients/carers e.g. dealing with difficult family/residential situations or circumstances and initiating carer assessment where appropriate.
- Develop and maintain effective systems of liaison with Primary and Secondary Care Services to improve/maintain the physical health of clients.

Examples of Application:

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- Be empathetic and provide support and counselling for clients/carers e.g. dealing with difficult family/residential situations or circumstances and initiating carer assessment where appropriate.
- Develop and maintain effective systems of liaison with Primary and Secondary Care Services to improve/maintain the physical health of clients.

IK1 INFORMATION PROCESSING

Second Gateway (Full Outline)

Level : 1 Input, store and provide data and information

Level Indicators:

- a) inputs data and information accurately and completely:
 - using the correct formats
 - consistent with legislation, policies and procedures
- b) uses available automated facilities for checking the data/information and for resolving difficulties in using applications
- c) finds and provides requested data/information using agreed procedures and formats
- d) maintains the integrity of data/information using agreed procedures
- e) stores data/information safely and correctly

Examples Of Application: Work in a team with nurses and other members of the multi-disciplinary team using effective communication systems paper based and electronic.

Identifying opportunities to maximise benefits and effectiveness of new information and information technologies.

Accurately input personally generated information on clients electronically and paper based.

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Accurately input personally generated information on clients electronically and paper based.

G1 LEARNING AND DEVELOPMENT

Second Gateway (Full Outline)

Level : 1 Assist with learning and development activities

Level Indicators:

- a) identifies with the relevant people the activities to be undertaken to support learning and development
- b) undertakes the task effectively and to time consistent with legislation, policies and procedures
- c) reports any difficulties or problems at an appropriate time to a team member.

Examples Of Application: Identifying the need for designing, developing, delivering and evaluating learning/training programmes for clients, carers and multi-disciplinary and multi-agency groups e.g. medication awareness, proficiency tests, sexuality, health promotion etc.

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