



Competency Framework for the Information, Advice and Assistance (IAA) Workforce

Section 5: The assessment and care and support planning process

There is some indicative mapping against the roles of 'information, advice and assistance'. Each local authority and/or agency should however, make a judgement against the roles and functions of their workers.

Learning outcome	Training, learning, development and practice standards	Information	Information and advice	Information, advice and assistance	Evidence	Signature and date
1. Understand	Knowledge and understanding about:					
the process and requirements for assessment and care and support planning	1.1 Legislation, national and local policy and guidance related to assessing the needs of individuals and carers					Signature:
						Date:
	1.2 How the national assessment and eligibility tool is used for assessments					Signature:
						Date:

Learning outcome	Training, learning, development and practice standards	Information	Information and advice	Information, advice and assistance	Evidence	Signature and date
	1.3 The reasons for the 'National Minimum Core Data Set' and how this should be used					Signature:
						Date:
	1.4 The importance of the five elements of assessment					Signature:
						Date:
	1.5 Key elements of an assessment of need					Signature:
	Key elements: co-production, strengths-based approach, outcome focused					Date:
						Date.

Learning outcome	Training, learning, development and practice standards	Information	Information and advice	Information, advice and assistance	Evidence	Signature and date
	1.6 The primary focus of assessment Primary focus: building on an individual's strengths and assets, including their abilities and families/					Signature:
	communities					Date:
	1.7 What is meant by 'outcomes orientated' assessment					Signature:
						Date:
	1.8 The rights of individuals and carers to access advocacy support for their assessment					Signature:
						Date:

Learning outcome	Training, learning, development and practice standards	Information	Information and advice	Information, advice and assistance	Evidence	Signature and date
	1.9 Requirements for providing and reviewing care and support plans					Signature:
						Date:
	1.10 Principles of, format and content requirements of care and support plans					Signature:
						Date:
	1.11 How judgement is made about eligible care and support needs					Signature:
						Date:

Learning outcome	Training, learning, development and practice standards	Information	Information and advice	Information, advice and assistance	Evidence	Signature and date
	1.12 Legislation related to 'ordinary residence' and the impact this has on the care and support that individuals are able to access					Signature:
						Date:
	1.13 The aims of legislation and policy for the use of direct payments for care and support					Signature:
						Date:
	1.14 Requirements for the use of direct payments					Signature:
						Date:

Learning outcome	Training, learning, development and practice standards	Information	Information and advice	Information, advice and assistance	Evidence	Signature and date
	1.15 The range of services and delivery methods for which direct payments may be used					Signature:
						Date:
	1.16 Potential difficulties and conflicts related to the use of direct payments and how these may be addressed					Signature:
						Date:
	1.17 Support available for the use of direct payments					Signature:
						Date:

Learning outcome	Training, learning, development and practice standards	Information	Information and advice	Information, advice and assistance	Evidence	Signature and date
	1.18 Charging arrangements for eligible care and support in local area					Signature:
						Date:
	1.19 Responsibilities of local authorities for assessment of adults and children in the secure estate					Signature:
						Date:
	1.20 When an integrated/specialist assessment may be required and who may be involved in this					Signature:
						Date:

Learning outcome	Training, learning, development and practice standards	Information	Information and advice	Information, advice and assistance	Evidence	Signature and date
2. How to have meaningful conversations with individuals and their families/carers about what matters to them and the support	Knowledge and understanding about:					
	2.1 The range of communication methods and approaches that can be used					Signature: Date:
they need						
	2.2 Factors that need to be considered for effective communication					Signature:
						Date:
	2.3 How previous experiences, disability/conditions and first language may influence an individual's willingness to communicate					Signature:
						Date:

Learning outcome	Training, learning, development and practice standards	Information	Information and advice	Information, advice and assistance	Evidence	Signature and date
	2.4 Approaches that can be used for implementing the 'Active Offer'					Signature:
						Date:
	2.5 How to recognise when behaviour is being used as a form of communication					Signature:
						Date:
	2.6 Sources of information, advice and support for communication					Signature:
						Date:

Learning outcome	Training, learning, development and practice standards	Information	Information and advice	Information, advice and assistance	Evidence	Signature and date
	Practice You are able to work in ways that:					
	 2.7 Use and adapt methods of communication that: support individuals and/or carers to express what is important to them are age and ability appropriate 					Signature: Date:
	2.8 Address factors that may present barriers to communication and participation in the assessment process					Signature: Date:

Learning outcome	Training, learning, development and practice standards	Information	Information and advice	Information, advice and assistance	Evidence	Signature and date
	 2.9 Ensure communication is conducted in ways that: recognises confidentiality demonstrates respect for individuals and/or carers sensitively explores the views, wishes, preferences and needs of individuals and/or carers does not stigmatise or reinforce negative perceptions 					Signature: Date:
3. Support the	Knowledge and understanding about:					
assessment process according to own role and responsibilities, legislation and Codes of Practice	3.1 Ways of working to build positive, supportive relationships with individuals and their families/carers, including finding out about their daily lives, history, culture, preferences, wishes and need					Signature: Date:

Learning outcome	Training, learning, development and practice standards	Information	Information and advice	Information, advice and assistance	Evidence	Signature and date
	3.2 Potential barriers to accessing care and support and how to overcome these					Signature:
	Potential barriers: individual, physical, emotional					Date:
	3.3 Reasons why individuals and/or carers may mask their actual care and support needs and how to explore these with sensitivity					Signature:
						Date:
	3.4 How views, wishes and preferences may change as individuals go through the assessment and planning process					Signature:
						Date:

Learning outcome	Training, learning, development and practice standards	Information	Information and advice	Information, advice and assistance	Evidence	Signature and date
	3.5 The importance of using co-productive approaches for assessment that are: • person/child centred • rights based • strengths based					Signature: Date:
	3.6 The importance of involving families/carers in the assessment process					Signature: Date:
	 3.7 The challenges and sensitivities that may occur between carers and individuals related to: family dynamics power imbalance differences of opinion positive risk taking versus risk aversion complexities in meeting the needs of both the individual and the carer 					Signature: Date:

Learning outcome	Training, learning, development and practice standards	Information	Information and advice	Information, advice and assistance	Evidence	Signature and date
	3.8 Strategies that can be used to manage challenges and sensitivities					Signature:
						Date:
	3.9 The importance of ensuring a non-judgemental approach towards the personal circumstances, of individuals, their families/carers and the way that they lead their lives					Signature:
						Date:
	3.10 How mental capacity and best interest decisions relate to the assessment process					Signature:
						Date:

Learning outcome	Training, learning, development and practice standards	Information	Information and advice	Information, advice and assistance	Evidence	Signature and date
	3.11 How to establish individuals' views, wishes and preferences where they do not have verbal communication or mental capacity					Signature:
						Date:
	3.12 What is meant by 'advance' planning and when and why this should be considered as part of the assessment process					Signature:
						Date:
	3.13 How to establish eligible and ineligible needs when undertaking assessments					Signature:
						Date:

Learning outcome	Training, learning, development and practice standards	Information	Information and advice	Information, advice and assistance	Evidence	Signature and date
	3.14 How to identify sources of information and support to meet identified needs, including electronic assistive technology					Signature: Date:
	3.15 Potential funding options for care and support Funding options: financial assessments, local authority charging arrangements, self-funding, direct payments, continuing health care, nursing element of healthcare in care home services					Signature: Date:

Learning outcome	Training, learning, development and practice standards	Information	Information and advice	Information, advice and assistance	Evidence	Signature and date
	Practice You are able to work in ways that:					
	3.16 Establish own role and that of others in the assessment process					Signature: Date:
	3.17 Undertake and record assessments in accordance with organisational and legislative requirements and associated Codes of Practice, identifying needs that are: • eligible • ineligible					Signature: Date:

Learning outcome	Training, learning, development and practice standards	Information	Information and advice	Information, advice and assistance	Evidence	Signature and date
	3.18 Build positive, supportive relationships with individuals and their families/carers					Signature:
						Date:
	 3.19 Use rights and strengths based approaches for undertaking assessments that support individuals and/or carers to: have voice and control over decisions about their care and 					Signature:
	support and the way that their service is designed and delivered recognises the potential impact of transitions they may be experiencing identify the outcomes they want to achieve and how they can best be					Date:
	 helped to do this identify and recognise their assets, strengths and skills including community networks, friends and family develop and maintain skills which support their active participation 					
	in activities, experiences and daily tasks that promote independence					

Learning outcome	Training, learning, development and practice standards	Information	Information and advice	Information, advice and assistance	Evidence	Signature and date
	 explore the use of electronic assistive technology that may contribute to achievement of identified outcomes balance their rights, responsibilities and risks maintain existing and develop new relationships 					
	3.20 Use strategies to manage conflicts of interest, differences of opinion and dilemmas that may arise between individuals, families/carers and others about risks and outcomes that individuals want to achieve					Signature: Date:

Learning outcome	Training, learning, development and practice standards	Information	Information and advice	Information, advice and assistance	Evidence	Signature and date
	3.21 Use strategies to manage challenges and sensitivities that may occur between the carer and the individual					Signature: Date:
	3.22 Provide information to individuals and/or carers on funding options for their care and support					Signature: Date:

Learning outcome	Training, learning, development and practice standards	Information	Information and advice	Information, advice and assistance	Evidence	Signature and date
4. Develop care and support plans based	Practice You are able to work in ways that:					
on assessment and agreed outcomes	 4.1 Use assessments in co-production with individuals and/or carers to develop strengths-based, outcome focused care and support plans that identify: support from families, friends, networks and communities potential risks and how these may be managed 					Signature: Date:
	4.2 Ensure the plans include an element of flexibility to support positive outcomes					Signature: Date:

Learning outcome	Training, learning, development and practice standards	Information	Information and advice	Information, advice and assistance	Evidence	Signature and date
	4.3 Ensure the plans are recorded and made available in accessible formats for people and/or carers					Signature:
						Date:
	4.4 Ensure that individuals and their families/carers are satisfied with the content of the care and support plan					Signature:
						Date:
	4.5 Agree actions, roles, responsibilities and timeframes for completing these with individuals and their families/carers					Signature:
						Date:

Learning outcome	Training, learning, development and practice standards	Information	Information and advice	Information, advice and assistance	Evidence	Signature and date
	4.6 Support individuals and/or families/carers to understand how the plan will be implemented					Signature:
						Date:
	4.7 Agree how the plan will be monitored, reviewed and adapted to meet changing needs					Signature:
						Date:

Learning outcome	Training, learning, development and practice standards	Information	Information and advice	Information, advice and assistance	Evidence	Signature and date
5. Undertake reviews of care and support plans according to own role and responsibilities, legislation and	Knowledge and understanding about:					
	5.1 The legislative requirements for the reviews of care and support plans					Signature:
Codes of Practice						Date:
	5.2 The process that should be followed for the review of care and support plans					Signature:
						Date:
	5.3 Methods and approaches that can be used to support individuals to evaluate the achievement of identified outcomes in the care and support plan					Signature:
						Date:

Learning outcome	Training, learning, development and practice standards	Information	Information and advice	Information, advice and assistance	Evidence	Signature and date
	Practice You are able to work in ways that:					
	5.4 Establish own role and that of others in the review process					Signature:
						Date:
	5.5 Use co-productive approaches to complete reviews of care and support plans according to organisational and legislative requirements, Codes of Practice and own role and responsibilities					Signature:
						Date:

Learning outcome	Training, learning, development and practice standards	Information	Information and advice	Information, advice and assistance	Evidence	Signature and date
	5.6 Support individuals and/or carers to evaluate the achievement of identified outcomes from their care and support plans					Signature:
						Date:
	5.7 Explore any changes to individuals and/or carers views, wishes, preferences and needs and agree how these may best be met					Signature:
						Date:
	5.8 Seek feedback from service providers on the achievement of outcomes and any identified changes					Signature:
						Date:

Learning outcome	Training, learning, development and practice standards	Information	Information and advice	Information, advice and assistance	Evidence	Signature and date
	 5.9 Ensure that: the reviewed plans are recorded and made available in accessible formats for individuals and/or carers individuals and/or carers are happy with any changes made 					Signature: Date:
	5.10 Ensure that revised plans are shared appropriately with service providers according to agreed protocols for confidentiality					Signature: Date:

Teaching resources for section 5 - set of power point slides which can be delivered as a whole, or split up for standalone delivery for each learning outcome or specific criteria for knowledge and understanding

I confirm thatthe Information, Advice and Assistance Competency Framev	
Signed and dated: (manager)	 Date:
Signed and dated: (worker)	 Date: