

# Case Study 2

## Career Development

**Lisa has been working as a support worker for a domiciliary service provider for the past 4 years. During this time Lisa's knowledge, skills and confidence have developed considerably.**

Lisa has expressed an interest in taking on more responsibility in order to further develop her knowledge and skills, as she is interested in working towards a management position in the future. Through the organisation's supervision and appraisal processes, Lisa has discussed this with her line manager, who has assessed that Lisa is ready to take on some additional responsibilities.

They have agreed to identify specific areas of work for Lisa to focus on. Whilst Lisa can take on additional areas of responsibility, her work role will remain the same at present and so she will not be taking full responsibility for management functions of the service. There are several potential areas within the organisation where Lisa could develop her experience, ranging from small tasks to additional responsibilities. To focus the discussion and Lisa's development plan, they have consulted the NOS for Health and Social Care. They feel that this will help Lisa to progress her career by ensuring that:

- learning is focused on specific areas
- learning is sufficiently in depth to meet national standards
- the organisation can plan how to meet the identified learning using a range of methods
- the organisation can plan how best to utilise Lisa's developing knowledge and skills, which may include planning for a future management role

Lisa and her line manager have discussed areas for development and have decided to begin with a focus on working with individuals around assessment of needs. One of the NOS for assessment within the health and social care suite would be:

- **SCDHSC0414 Assess individual preferences and needs**

Lisa and her manager agree a development plan, using the CPD toolkit recording template Part A – Planning your learning (<http://www.ccwales.org.uk/continuing-professional-development/>) to record the knowledge and skills that Lisa would need to develop to meet the identified standards. They also look at what she hopes to achieve and the methods and support that she will need to do so. Lisa's manager will monitor her progress through supervision and appraisal to see how she has progressed against the NOS and what her future learning needs may be.

## Part A - Planning your learning

In this section Lisa has used the NOS **SCDHSC0414 Assess individual preferences and needs** to outline for her manager and herself what the key areas are that she has to develop in terms of her current skills, knowledge and understanding. For clarity we have referenced the performance criteria and knowledge statements used to inform this exercise, please refer to the NOS for further information and detail.

What knowledge and skills do I need to develop?	What do I want/ need to achieve – What difference will it make?	What methods could I use?	What support will I need?	What are my target dates?	How will I know that I have achieved the outcomes that I want/need?
Be able to carry out comprehensive assessments of the preferences and needs of individuals	An understanding of how to review, gather and analyse information about the preferences of individuals	Use the NOS as a starting point as a guide of what should be completed – P1-P17 seem to be the most pertinent	Access to NOS	One week	Assessments completed to standard set out in NOS and policy

## Part A - Planning your learning (continued)

What knowledge and skills do I need to develop?	What do I want/ need to achieve – What difference will it make?	What methods could I use?	What support will I need?	What are my target dates?	How will I know that I have achieved the outcomes that I want/need?
Understand how to involve individuals in their assessments	Be able to facilitate the participation of individuals and their carers/families in the assessment process	Read policies & procedures on assessment	Access to policies and procedures	One week	Evaluation of experience of individuals assessed – maybe questionnaire or discussion
	Be able to carry out comprehensive individualised assessments	Shadow a more experienced manager for the completion of two assessments	A manager to shadow	One month	
	Know how to complete the necessary paperwork and records for assessments	Carry out ten assessments over next six months with the support of a mentor	A mentor and ten individuals identified for assessment	Six months	
	Know how to present assessment information to individuals that will help them make decisions about their care and support				