

Paper 5

Community Link Worker Standards of Support

The Community Link Worker job description and person specification (Paper 3) set out their key roles and responsibilities and their experience, knowledge and ability. In addition HSCP's should expect Community Link Workers and the organisations that employ them to work to the standards that are set out in the Health and Social Care Standards - My support, my life <http://www.gov.scot/Publications/2017/06/1327>

- These standards are written from the point of view of the person receiving support and set out what anyone, irrespective of age or ability, should expect when using health, social care or social work services in Scotland.
- They seek to provide better outcomes for everyone; to ensure that individuals are treated with respect and dignity, and that the basic human rights we are all entitled to are upheld.
- The objectives of the standards are to drive improvement, promote flexibility and encourage innovation in how people are cared for and supported.
- From 1 April 2018 the standards will be taken into account by the Care Inspectorate, Healthcare Improvement Scotland and other scrutiny bodies in relation to inspections, and registration, of health and care services.
- The headline outcomes of the standards are:
 - 1: I experience high quality care and support that is right for me.**
 - 2: I am fully involved in all decisions about my care and support.**
 - 3: I have confidence in the people who support and care for me.**
 - 4: I have confidence in the organisation providing my care and support.**
 - 5: I experience a high quality environment if the organisation provides the premises.**
- The aim is that non-registered services also use the standards as a guideline for how to achieve high quality care and support.
- The standards are underpinned by five principles: dignity and respect, compassion, be included, responsive care, and support and wellbeing. The principles themselves are not standards or outcomes but rather reflect the way that everyone should expect to be treated.

Principles underpinning the standards

Dignity and respect

- My human rights are respected and promoted.
- I am respected and treated with dignity as an individual.
- I am treated fairly and do not experience discrimination.
- My privacy is respected.

Compassion

- I experience warm, compassionate and nurturing care and support.
- My care is provided by people who understand and are sensitive to my needs and my wishes.

Be included

- I receive the right information, at the right time and in a way that I can understand.
- I am supported to make informed choices, so that I can control my care and support.
- I am included in wider decisions about the way the service is provided, and my suggestions, feedback and concerns are considered.
- I am supported to participate fully and actively in my community.

Responsive care and support

- My health and social care needs are assessed and reviewed to ensure I receive the right support and care at the right time.
- My care and support adapts when my needs, choices and decisions change.
- I experience consistency in who provides my care and support and in how it is provided.
- If I make a complaint it is acted on.

Wellbeing

- I am asked about my lifestyle preferences and aspirations and I am supported to achieve these.
- I am encouraged and helped to achieve my full potential.
- I am supported to make informed choices, even if this means I might be taking personal risks.
- I feel safe and I am protected from neglect, abuse or avoidable harm.

Outcomes

There are four outcomes in the standards which can be applied to community link working. After each outcome, there are descriptive statements which explain what

achieving the outcome might look like in relation to the service provided by a community link worker and their organisation, below this is referred to as 'support'. The full list of outcomes and descriptors can be found at <http://www.gov.scot/Publications/2017/06/1327>

Outcome 1: I experience high quality care and support that is right for me

Dignity and respect and respect

1.1 I am accepted and valued whatever my needs, ability, gender, age, faith, mental health, status, race, background or sexual orientation.

1.2 My human rights are protected and promoted and I experience no discrimination.

Compassion

1.4 I get the most out of life because the people and organisation who support me have an enabling attitude and believe in my potential.

1.5 If I experience support in a group, the overall size and composition of that group is right for me.

Be included

1.6 I am recognised as an expert in my own experiences, needs and wishes.

1.7 I am supported to participate fully as a citizen in my local community in the way that I want.

Responsive care and support

Assessing my support needs

1.8 I am fully involved in assessing my emotional, psychological, social and physical needs at an early stage, regularly and when my needs change.

1.9 I am assessed by a qualified person, who involves other people and professionals as required.

1.10 My personal plan is right for me because it sets out how my needs will be met, as well as my wishes and choices.

Experiencing my support

1.11 My support meets my needs and is right for me.

1.12 I am in the right place to experience the support I need and want.

1.13 My needs, as agreed in my personal plan, are fully met, and my wishes and choices are respected.

1.14 Services I am linked into and interventions that I experience are safe and effective.

Wellbeing

1.15 I can choose to have an active life and participate in a range of recreational, social, creative, physical and learning activities every day, both indoors and outdoors.

1.16 I can choose to spend time alone.

1.17 I am supported to achieve my potential in education and employment if this is right for me.

1.18 I am supported to make informed lifestyle choices affecting my health and wellbeing, and I am helped to use relevant screening and healthcare services.

Outcome2: I am fully involved in all decisions about my care and support

Dignity and respect

2.1 I am empowered and enabled to be as independent and as in control of my life as I want and can be.

2.2 I am supported to understand and uphold my rights.

2.3 I am supported to use independent advocacy if I want or need this.

Compassion

2.4 I am supported to communicate in a way that is right for me, at my own pace, by people who are sensitive to me and my needs.

Be included

2.5 I receive and understand information and advice in a format or language that is right for me.

2.6 I can access translation services and communication tools where necessary and I am supported to use these.

2.7 My views will always be sought and my choices respected, including when I have reduced capacity to fully make my own decisions.

2.8 If a decision is taken against my wishes, I am supported to understand why.

2.9 I am fully informed about what information is shared with others about me.

Responsive care and support

2.10 I am fully involved in developing and reviewing my personal plan, which is always available to me.

Wellbeing

2.1 I make informed choices and decisions about the risks I take in my daily life and I am encouraged to take positive risks which enhance the quality of my life.

2.12 I am helped to understand the impact and consequences of risky and unsafe behaviour and decisions.

2.13 I know how different organisations can support my health and wellbeing and I am helped to contact them if I wish.

Outcome 3: I have confidence in the people who support and care for me

Dignity and respect

3.1 I experience people speaking and listening to me in a way that is courteous and respectful, with my care and support being the main focus of people's attention.

3.2 I am confident that the right people are fully informed about my past, including my health and care experience, and any impact this has on me.

Compassion

3.3 I feel at ease because I am greeted warmly by people and they introduce themselves.

3.4 I experience a warm atmosphere because people have good working relationships.

3.5 I can build a trusting relationship with the person supporting me in a way that we both feel comfortable with.

Be included

3.6 I know who provides my support on a day to day basis and what they are expected to do.

3.7 I can understand the people who support me when they communicate with me.

Responsive care and support

3.8 I have confidence in people because they are trained, competent and skilled, are able to reflect on their practice and follow their professional and organisational codes where appropriate.

3.9 People have time to support me and to speak with me.

3.10 I am confident that people respond promptly, including when I ask for help.

3.11 My support is consistent and stable because people work together well.

Wellbeing

3.12 I am protected from harm because people are alert and respond to signs of significant deterioration in my health and wellbeing, that I may be unhappy or may be at risk of harm.

3.13 I am listened to and taken seriously if I have a concern about the protection and safety of myself or others, with appropriate referrals made.

3.14 If I might harm myself or others, I know that people have a duty to protect me and others, which may involve contacting relevant agencies.

3.15 I am helped to feel safe and secure in my local community.

Outcome 4: I have confidence in the organisation providing my care and support

Dignity and respect

4.1 My human rights are central to the organisations that support me.

4.2 The organisations that support me help tackle health and social inequalities.

Compassion

4.3 I experience support where all people are respected and valued.

4.4 I receive an apology if things go wrong with my support or my human rights are not respected, and the organisation takes responsibility for its actions.

Be included

4.5 I am actively encouraged to be involved in improving the service I use, in a spirit of genuine partnership.

4.6 I am supported to give regular feedback on how I experience my support and the organisation uses learning from this to improve.

Responsive care and support and support

4.7 I experience high quality support based on relevant evidence, guidance and best practice.

4.8 I experience stability in my support from people who know my needs, choices and wishes, even if there are changes in the service or organisation.

4.9 I am supported by people I know so that I experience consistency and continuity.

4.10 If I am supported by a team or more than one organisation, this is well coordinated so that I experience consistency and continuity.

4.11 I benefit from different organisations working together and sharing information about me promptly where appropriate, and I understand how my privacy and confidentiality are respected.

4.12 benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes.

4.13 I know how, and can be helped, to make a complaint or raise a concern about my care and support.

4.14 If I have a concern or complaint, this will be discussed with me and acted on without

negative consequences for me.

4.15 If the support that I need is not available or delayed, people explain the reasons for this and help me to find a suitable alternative.

Wellbeing

4.16 I use a service and organisation that are well led and managed.

4.17 I am confident that people who support me have been appropriately and safely recruited.

4.18 I am confident that people are encouraged to be innovative in the way they support me.

4.19 I experience high quality support because people have the necessary information and resources.