

# Qualification Unit

This unit forms part of a regulated qualification.

**Unit Title:** Partnerships in Adult Care

**Unit Reference Number:** M/652/0820

**Level:** Five (5)

**Credit Value:** Four (4)

**Minimum Guided Learning Hours:** 30

Learning Outcome (The Learner will):	Assessment Criterion (The Learner can):
1. Understand the context of relationships and partnership working	1.1 Evaluate how <b>legislation</b> and <b>regulation</b> influence working relationships with others
	1.2 Analyse how relationships with <b>individuals</b> and <b>carers</b> underpin person centred practice and affect the achievement of <b>positive outcomes</b> for individuals and their families
	1.3 Evaluate how networking and <b>working collaboratively</b> with other agencies and community groups brings benefits both for those using the service and for the sustainability and reach of the organisation
	1.4 Evaluate how integrated working with other agencies delivers better outcomes for individuals and the place of <b>systems leadership</b> in this
	1.5 Examine the methods, protocols and limitations of using <b>different communication methods</b> to forge relationships and partnerships with other professionals and agencies
	1.6 Analyse the <b>features</b> of effective, <b>collaborative</b> partnership working across agencies and ways to overcome barriers
	1.7 Evaluate <b>own</b> role and responsibilities in establishing positive relationships within and beyond the organisation

2. Be able to lead effective relationships with individuals, carers and families	2.1 Model open, respectful and supportive relationships with individuals, carers and their families
	2.2 Embed <b>co-production</b> within day to day practices of team
3. Be able to manage working relationships with colleagues in own setting to achieve positive outcomes for individuals	3.1 Develop systems and procedures to facilitate effective working relationships with colleagues in the organisation
	3.2 Develop and agree common objectives when working with colleagues
	3.3 Implement systems and practices that allow colleagues to make appropriate contributions using their specific expertise
	3.4 Deal constructively with conflicts or dilemmas that arise
	3.5 Evaluate own working relationships with colleagues
4. Be able to work in partnerships with professionals and other agencies	4.1 Negotiate with professionals in other agencies to agree objectives, roles and responsibilities, procedures and ways of working for a specific task or area of work
	4.2 Use agreed ways of working to carry out own role and support others to carry out their responsibilities
	4.3 Deal constructively with any challenges in ways that promote change, any poor practice or failure to work in agreed ways
	4.4 Implement and use <b>communication and recording systems</b> that comply with current legislation for information sharing between agencies
	4.5 Evaluate the effectiveness of partnership work and the processes that underpin it and seek agreement for improvements

## Assessment Requirements

This unit must be assessed in accordance with Skills for Care & Development assessment principles guidance.

This is a knowledge and skill-based unit.

Knowledge evidence may be generated outside of the work environment, but the final assessment and decision must show application of knowledge within the real work environment.

Learning Outcomes 2, 3 and 4 are skill based, and primary evidence throughout the qualification should include observation of direct practice in the workplace in actual person.

It is acknowledged that remote observations could be used in appropriate circumstances, as an approach to enrich, enhance and triangulate main direct observations which have been carried out. Remote observations should not be planned and used as the primary approach. Safe and reliable approaches to use of remote technologies in the assessment process must be agreed with Open Awards prior to use. This should include how the privacy, dignity and confidentiality of any individual will be protected and robust evidence recording and storage protocols.

## Guidance notes

LO1

### AC1.1

**Legislation:** Learners should consider how different legislation relates to and influences working with others. This may include but is not limited to:

- Care Act 2014
- Mental Capacity Act 2005
- Health and Social Care Act 2012
- General Data Protection Regulations
- Data Security and Protection
- Subject Access Requests
- Data Control
- Sharing information
- Safeguarding.

**Regulation:** regulations underpinning the adult social care inspection system in England.

**Others:** in this context, others may include agencies and other organisations.

### AC1.2

**Individuals:** people accessing care and support. The individual, or individuals, will normally refer to the person or people that the learner is providing care and support for.

**Carers:** are people who provide unpaid support to a partner, family member, friend or neighbour who could not manage without this help. This is distinct from a care worker, who is paid to care for people.

**Positive outcomes:** an 'outcome' that refers to individuals' aims or objectives – the things individuals want to achieve or need to happen. For example, continuing to live at home or being able to go out and about.

### AC1.3

**Working collaboratively/collaborative:** working together and focusing on building respectful and positive outcomes with other agencies, professionals and community groups to improve the quality and consistency of care, whilst remaining focused on own desired outcomes, needs and agenda.

### AC1.4

**Systems leadership:** seeks to affect change for good across interconnecting

	<p>systems e.g. health and social care, through leadership and collaboration that extends the usual limits of resources and responsibility.</p> <p><b>AC1.5</b> <b>Different communication methods:</b> learners must consider a range of communication methods including digital communications.</p> <p><b>AC1.6</b> <b>Features:</b> features should include, but are not limited to:</p> <ul style="list-style-type: none"> <li>• building transparency and sharing information openly and honestly (in line with regulations)</li> <li>• a diversity of skills and perspectives</li> <li>• creating psychological safety within partnerships and teams which includes a willingness to cooperate and an ability to openly disagree</li> <li>• an ability to understand and prioritise the needs of other partners, without compromising on your own desired outcomes.</li> </ul>
LO2	<p><b>AC2.2</b> <b>Co-production:</b> an equal relationship between individuals accessing a service and the people responsible for the service. They work together to decide the best way to design and deliver services and implement those decisions together.</p> <p>Co-production recognises that people who use social care services (and their families) have knowledge and experiences that can be used to help make services better, not only for themselves but for other people who access social care.</p>
LO4	<p><b>AC4.4</b> <b>Communication and recording systems:</b> Learners must consider legislation relating to communication and recording systems that complies with current information sharing between agencies and should include but is not limited to:</p> <ul style="list-style-type: none"> <li>• General Data Protection Regulation (GDPR)</li> <li>• Data Protection Act 2018</li> <li>• Formal sharing agreements</li> <li>• Caldicott principles.</li> </ul>