

# Qualification Unit

This unit forms part of a regulated qualification.

**Unit Title:** Continuous Improvement in Adult Care

**Unit Reference Number:** D/652/0834

**Level:** Five (5)

**Credit Value:** Five (5)

**Minimum Guided Learning Hours:** 32

Learning Outcome (The Learner will):	Assessment Criterion (The Learner can):
1. Understand continuous quality improvement in adult social care	1.1 Evaluate how to use continuous quality improvement tools, techniques and approaches to meet regulatory and best practice guidance requirements
	1.2 Examine the potential signs or indicators of poor practices
	1.3 Evaluate how quality assurance practices inform quality improvement activities
	1.4 Analyse how governance, audit processes and compliance activity can support person-centred, outcome-based practices.
2. Be able to lead continuous improvement in practice	2.1 Monitor and evaluate progress towards the achievement of positive outcomes and the implementation of person-centred practice
	2.2 Create opportunities for <b>individuals</b> and <b>others</b> to provide feedback on their experiences of the service
	2.3 Listen, respond to, and use the views of individuals and others
	2.4 Use evidence-based research to identify best practice in outcomes based and person-centred practice
	2.5 Use <b>digital approaches and technology</b> to improve and enhance outcomes in person centred practice.

	2.6 Identify and act on lessons learned from incidents and events
	2.7 Review the extent to which systems, <b>processes</b> and practice facilitate positive outcomes for individuals
	2.8 Plan for and lead the implementation of improvements to systems, processes and practice.
3. Be able to lead a culture that supports innovation and change to improve outcomes for individuals	3.1 Evaluate the achievement of person-centred outcomes to identify where improvements could be made
	3.2 Work with others to identify opportunities for service improvement through transformation and innovation
	3.3 Recognise and utilise the expertise of <b>others</b> when driving innovation, improvement and change.
4. Understand how to implement effective change	4.1 Examine the processes and models of best practice in 'change management'
	4.2 Evaluate the tools available and skills needed to inspire change, development and innovation across the service
	4.3 Assess the range of external drivers for change and how these impact on the service
	4.4 Evaluate <b>success factors</b> and barriers to implementing effective change.

## 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 and 3 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.

## Indicative Content

LO2	<p><b>AC2.2</b>  <b>Individual:</b> a person 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.</p> <p><b>Others:</b> in this context, others might include:</p> <ul style="list-style-type: none"> <li>• carers, loved ones, family, friends of those accessing care and support services</li> <li>• colleagues and peers</li> <li>• team members</li> <li>• managers and supervisors</li> <li>• professionals from other services</li> <li>• visitors to the work setting</li> <li>• members of the community</li> <li>• volunteers.</li> </ul> <p><b>AC2.5</b>  <b>Digital approaches and technology:</b> these technologies help ensure care is tailored, responsive and promotes choice, control and wellbeing for the individuals. Examples of digital technologies could include but are not limited to:</p> <ul style="list-style-type: none"> <li>• digital care plans</li> <li>• video calling for family involvement</li> <li>• medication management apps</li> <li>• voice activated technology</li> <li>• outcome tracking tools</li> <li>• accessible communication tools</li> <li>• technology to support independence.</li> </ul> <p><b>AC2.7</b>  <b>Processes:</b> governance, audit processes and compliance activity.</p>
LO3	<p><b>AC3.3</b>  <b>Others:</b> in this context, others might include:</p> <ul style="list-style-type: none"> <li>• carers, loved ones, family, friends of those accessing care and support services</li> <li>• colleagues and peers</li> <li>• team members</li> <li>• managers and supervisors</li> <li>• professionals from other services</li> <li>• visitors to the work setting</li> <li>• members of the community</li> <li>• volunteers.</li> </ul>
LO4	<p><b>AC4.4</b>  <b>Success factors:</b> how outcomes are measured because of change.</p>