

Associate Continuing Healthcare Practitioner Apprenticeship Standard at Level 4

Title of Occupation: Associate Continuing Healthcare Practitioner

This occupation is found in a wide variety of organisations that oversee health and social care services such as Clinical Commissioning Groups, social services, community healthcare services and hospital services. Continuing Healthcare services provide care for over 60,000 people over the age of 18 each year across England. It is estimated that 70% are in nursing homes, and 30% have care in their own homes.

The broad purpose of the occupation is to work as part of a Continuing Healthcare team which provide packages of ongoing care that are arranged and funded solely by the NHS. The Associate Continuing Healthcare Practitioner plays a key role in the assessment of individual's complex health and social care needs that have arisen as a result of disability, accident or illness, and the planning and commissioning of the services for these individuals. They also act as the first point of contact for individuals and their carers offering support, care and advice about the service and for young adults and their family who are transitioning from children's continuing care into this adult continuing healthcare service. The Associate Continuing Healthcare Practitioner may be required to work shifts including evenings and weekends.

In their daily work, an employee in this occupation interacts with the individuals and their family, friends and carers, that have been referred into the continuing healthcare service, are being assessed or are receiving packages of care. They work with nurses, social workers, doctors and other health and social care colleagues involved in planning, reviewing and delivering services provided to the individual guiding them with expert knowledge of the specialist continuing healthcare regulations. They also regularly work with finance and procurement colleagues and the service providers to ensure contracts are being delivered as agreed. They may also have contact with legal and claims companies who are representing individuals who do not agree with the outcome of the assessment process.

The Associate Continuing Healthcare Practitioner will need to have good communication skills to advocate for individuals and guide them through the emotionally stressful assessment process and any dispute process. They will also be required to have a detailed knowledge of the health and social care services available for these individuals who have complex and varying needs.

The Associate Continuing Healthcare Practitioner will be primarily office-based but will also visit the individual in their home, and in health and social care settings.

An employee in this occupation will be responsible for screening and assessing individuals for eligibility to continuing healthcare packages in line with the National Framework for Continuing Healthcare, related legislation and policy. To support this assessment work, they undertake analysis, interpretation and evaluation of evidence from multiple health and social care professionals caring for the individual.

The Associate Continuing Healthcare Practitioner will also be responsible for managing a caseload of individuals who have been found eligible. This involves the planning and reviewing of the complex health and social care packages ensuring they continue to meet their needs. They will work autonomously, exercising judgement and work in partnership with other health and social care professionals to undertake non-routine assessments and reviews on individuals in line with the law.

In most instances their work will be overseen by a registered health or social care professional such as a nurse, social worker or occupational therapist. The Associate Continuing Healthcare Practitioner will also have line management or supervisory responsibility for junior members of the team, acting as a role model, planning and managing their work.

Proposed route: Health and Science

Occupation level: 4 **Duration:** 24 months

Associate Continuing Healthcare Practitioner Apprenticeship Standard at Level 4

DUTIES

D1 Undertake management and review of individuals' care packages ensuring it meets their health and social care needs

Knowledge

K1 Understand body systems and homeostasis, human anatomy and physiology, biology, genomics, pharmacology, social and behavioural sciences as applied to reviewing individual's health and social care needs

K2 Understand how to support people going through the Continuing Healthcare process

K3 Understand commonly encountered mental, physical, behavioural and cognitive health conditions, medication usage and treatments and how ill health impacts on the individual and their family

K38 Know how to review individual's health and social care needs related to breathing, nutrition, bladder and bowel health, skin integrity, mobility, communication, psychological and emotional, cognition, behaviour, symptom control and consciousness

K4 The principles of infection control

K6 Understands how and when to plan and facilitate referral, discharge or transition of care between professionals, settings or services

K8 Understand the importance and how to use a range of communication methods and media available to assist with communication

K10 The range of health and social care contract types used, including Personal Health Budgets and services commissioned to treat and support individuals with ill health, disabilities and social care needs

K14 How to undertake risk assessment, using a range of commonly used tools, and know when to seek advice to avoid compromising quality and safety of others

K19 Understand how discriminatory behaviour is exhibited and the impact this can have on individuals and the commissioning function

K21 Understand the principles of accountability and how this applies to the role of Associate Continuing Healthcare Practitioner

K24 Understands how care navigation/social prescribing can be used to address the individual's needs and support them to move from dependence to more independence

K26 Understand roles, responsibilities and models of care of all members of the health and social care multidisciplinary team in providing and commissioning care and how they contribute to a lawful assessment for eligibility of Continuing Healthcare

K31 Understand and apply relevant legal, regulatory and governance requirements, policies, and frameworks, including any mandatory reporting duties, to all areas of practice

K36 Understand how to critically appraise and reflect upon knowledge, research and practice and understand how this can be used in practice improve the quality of care and service delivered and commissioned

Skills

S2 To formulate, monitor and reassess person-centred, evidence based health and social care plan ensuring commissioned services maintain optimal independence in which interventions meet the needs of the individual

S3 Take appropriate action where change in health or social care need requires screening, referral or further MDT assessment to establish ongoing CHC eligibility

S5 Assess a person's capacity to make decisions about their own care and to give or withhold consent

S6 Protect health through applying the principles of infection prevention and control

S10 Communicate in a way that is sensitive and appropriate, using a range of skills and strategies with colleagues and people at all stages of life and with a range of mental, physical, cognitive and behavioural challenges recognising common barriers to communication

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S13 Develop, manage and maintain appropriate relationships and rapport with people, their families, carers, colleagues and providers

S19 Undertake risk assessments, in a range of care settings, using appropriate methodology to recognise people at risk and take appropriate action to report, and where appropriate, reduce any risk identified

S26 Works within limits of own competence, experience and training, delegating tasks and escalating issues and duties appropriately

S34 Act in accordance with legislation, national guidance and local policy at all times

S39 Identify and collate documents and evidence demonstrating current health and social care need from all professionals involved in the care of the individual, for lawful assessment or review of health and social care need to be undertaken

S41 Complete, store and retain accurate and contemporaneous records and data

S42 The ability to read, interpret and understand clinical records and notes

Behaviours

B1 Act in a non-discriminatory fashion, treating people with dignity and respecting individual's diversity, beliefs, culture, needs, values, privacy and preferences

B2 Be caring and compassionate, nurturing the potential in others

B3 Have the courage to speak up and challenge areas of concern or any discriminatory behaviour, providing honest, accurate and constructive feedback

B4 Be competent, reliable and committed, using reflection to constantly improve and work to evidence based best practice always working within limits of own competence, experience and training

B5 Be adaptable, reliable and consistent, show discretion, resilience and self-awareness and demonstrate leadership

B6 Communicate in ways that are sensitive and appropriate, considering emotional, psychological, cognitive, language, social and other circumstances

B7 Acting as an advocate for the individual, constantly works to build the development of a positive associate CHC practitioner-patient relationship as a core element of the role

B8 Act as an ambassador and promote trust, upholding the reputation and promoting public confidence in the continuing healthcare service

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D2 Contribute to an individual's planning process ensuring it meets their health and social care needs

Knowledge

- K1 Understand body systems and homeostasis, human anatomy and physiology, biology, genomics, pharmacology, social and behavioural sciences as applied to reviewing individual's health and social care needs
- K2 Understand how to support people going through the Continuing Healthcare process
- K3 Understand commonly encountered mental, physical, behavioural and cognitive health conditions, medication usage and treatments and how ill health impacts on the individual and their family
- K40 Understand the challenges of providing safe care for people with complex co-morbidities and complex care needs
- K6 Understands how and when to plan and facilitate referral, discharge or transition of care between professionals, settings or services
- K6 Understands how and when to plan and facilitate referral, discharge or transition of care between professionals, settings or services
- K8 Understand the importance and how to use a range of communication methods and media available to assist with communication
- K14 How to undertake risk assessment, using a range of commonly used tools, and know when to seek advice to avoid compromising quality and safety of others
- K16 Understand the differences between risk aversion and risk management and how to avoid compromising quality of care commissioned but work towards the choices of the individual where safe to do so
- K19 Understand how discriminatory behaviour is exhibited and the impact this can have on individuals and the commissioning function
- K24 Understands how care navigation/social prescribing can be used to address the individual's needs and support them to move from dependence to more independence
- K26 Understand roles, responsibilities and models of care of all members of the health and social care multidisciplinary team in providing and commissioning care and how they contribute to a lawful assessment for eligibility of Continuing Healthcare
- K28 Understand the principles of effective leadership and management
- K31 Understand and apply relevant legal, regulatory and governance requirements, policies, and frameworks, including any mandatory reporting duties, to all areas of practice
- K36 Understand how to critically appraise and reflect upon knowledge, research and practice and understand how this can be used in practice improve the quality of care and service delivered and commissioned

Skills

- S2 To formulate, monitor and reassess person-centred, evidence based health and social care plan ensuring commissioned services maintain optimal independence in which interventions meet the needs of the individual
- S3 Take appropriate action where change in health or social care need requires screening, referral or further MDT assessment to establish ongoing CHC eligibility
- S4 Co-ordinate planning and management of referral, discharge or transition of care between professionals, settings or services
- S5 Assess a person's capacity to make decisions about their own care and to give or withhold consent
- S10 Communicate in a way that is sensitive and appropriate, using a range of skills and strategies with colleagues and people at all stages of life and with a range of mental, physical, cognitive and behavioural challenges recognising common barriers to communication
- S12 Communicate and provide information in accessible ways to help people understand the CHC processes and the decisions that have been made regarding their continuing healthcare eligibility
- S19 Undertake risk assessments, in a range of care settings, using appropriate methodology to recognise people at risk and take appropriate action to report, and where appropriate, reduce any risk identified

Associate Continuing Healthcare Practitioner Apprenticeship Standard at Level 4

S26 Works within limits of own competence, experience and training, delegating tasks and escalating issues and duties appropriately

S28 Act as an ambassador and promote trust, upholding the reputation and promoting public confidence in the continuing healthcare service

S30 Use skills that enable facilitation and co-ordination to make best use of the contributions of others across the multidisciplinary team for the purposes of a lawful assessment or review

S34 Act in accordance with legislation, national guidance and local policy at all times

S39 Identify and collate documents and evidence demonstrating current health and social care need from all professionals involved in the care of the individual, for lawful assessment or review of health and social care need to be undertaken

S41 Complete, store and retain accurate and contemporaneous records and data

S42 The ability to read, interpret and understand clinical records and notes

Behaviours

B1 Act in a non-discriminatory fashion, treating people with dignity and respecting individual's diversity, beliefs, culture, needs, values, privacy and preferences

B2 Be caring and compassionate, nurturing the potential in others

B3 Have the courage to speak up and challenge areas of concern or any discriminatory behaviour, providing honest, accurate and constructive feedback

B4 Be competent, reliable and committed, using reflection to constantly improve and work to evidence based best practice always working within limits of own competence, experience and training

B5 Be adaptable, reliable and consistent, show discretion, resilience and self-awareness and demonstrate leadership

B6 Communicate in ways that are sensitive and appropriate, considering emotional, psychological, cognitive, language, social and other circumstances

B7 Constantly works to build the development of a positive associate CHC practitioner-patient relationship as a core element of the role

B8 Act as an ambassador and promote trust, upholding the reputation and promoting public confidence in the continuing healthcare service

Associate Continuing Healthcare Practitioner Apprenticeship Standard at Level 4

D3 Undertake continuing healthcare assessment of individuals health and social care needs using the mandated tools as outlined in the “National Framework for NHS Continuing Healthcare and NHS-funded Nursing Care”

Knowledge

- K1 Understand body systems and homeostasis, human anatomy and physiology, biology, genomics, pharmacology, social and behavioural sciences as applied to reviewing individual's health and social care needs
- K2 Understand how to support people going through the Continuing Healthcare process
- K3 Understand commonly encountered mental, physical, behavioural and cognitive health conditions, medication usage and treatments and how ill health impacts on the individual and their family
- K38 Know how to review individual's health and social care needs related to breathing, nutrition, bladder and bowel health, skin integrity, mobility, communication, psychological and emotional, cognition, behaviour, symptom control and consciousness
- K4 The principles of infection control
- K8 Understand the importance and how to use a range of communication methods and media available to assist with communication
- K14 How to undertake risk assessment, using a range of commonly used tools, and know when to seek advice to avoid compromising quality and safety of others
- K19 Understand how discriminatory behaviour is exhibited and the impact this can have on individuals and the commissioning function
- K21 Understand the principles of accountability and how this applies to the role of Associate Continuing Healthcare Practitioner
- K23 Understands the principles of courage, transparency and the professional duty of candour
- K26 Understand roles, responsibilities and models of care of all members of the health and social care multidisciplinary team in providing and commissioning care and how they contribute to a lawful assessment for eligibility of Continuing Healthcare
- K31 Understand and apply relevant legal, regulatory and governance requirements, policies, and frameworks, including any mandatory reporting duties, to all areas of practice
- K36 Understand how to critically appraise and reflect upon knowledge, research and practice and understand how this can be used in practice improve the quality of care and service delivered and commissioned

Skills

- S1 To make appropriate referrals of an individual into the continuing healthcare service via a standard or fast-track referral pathway, using the mandated screening tools as per national policy, rejecting and redirecting any inappropriate referrals
- S2 To formulate, monitor and reassess person-centred, evidence based health and social care plan ensuring commissioned services maintain optimal independence in which interventions meet the needs of the individual
- S3 Take appropriate action where change in health or social care need requires screening, referral or further MDT assessment to establish ongoing CHC eligibility
- S5 Assess a person's capacity to make decisions about their own care and to give or withhold consent
- S6 Protect health through applying the principles of infection prevention and control
- S10 Communicate in a way that is sensitive and appropriate, using a range of skills and strategies with colleagues and people at all stages of life and with a range of mental, physical, cognitive and behavioural challenges recognising common barriers to communication
- S11 Utilise report writing skills to formulate clear and evidence based recommendations
- S12 Communicate and provide information in accessible ways to help people understand the CHC processes and the decisions that have been made regarding their continuing healthcare eligibility

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S19 Undertake risk assessments, in a range of care settings, using appropriate methodology to recognise people at risk and take appropriate action to report, and where appropriate, reduce any risk identified

S26 Works within limits of own competence, experience and training, delegating tasks and escalating issues and duties appropriately

S30 Use skills that enable facilitation and co-ordination to make best use of the contributions of others across the multidisciplinary team for the purposes of a lawful assessment or review

S34 Act in accordance with legislation, national guidance and local policy at all times

S39 Identify and collate documents and evidence demonstrating current health and social care need from all professionals involved in the care of the individual, for lawful assessment or review of health and social care need to be undertaken

S41 Complete, store and retain accurate and contemporaneous records and data

S43 In partnership with individual's multidisciplinary team, complete an assessment of an individual's health and social care needs

Behaviours

B1 Act in a non-discriminatory fashion, treating people with dignity and respecting individual's diversity, beliefs, culture, needs, values, privacy and preferences

B2 Be caring and compassionate, nurturing the potential in others

B3 Have the courage to speak up and challenge areas of concern or any discriminatory behaviour, providing honest, accurate and constructive feedback

B4 Be competent, reliable and committed, using reflection to constantly improve and work to evidence based best practice always working within limits of own competence, experience and training

B5 Be adaptable, reliable and consistent, show discretion, resilience and self-awareness and demonstrate leadership

B6 Communicate in ways that are sensitive and appropriate, considering emotional, psychological, cognitive, language, social and other circumstances

B7 Constantly works to build the development of a positive associate CHC practitioner-patient relationship as a core element of the role

B8 Act as an ambassador and promote trust, upholding the reputation and promoting public confidence in the continuing healthcare service

D4 Line manage and lead staff assigned according to organisational policies and procedures

Knowledge

K8 Understand the importance and how to use a range of communication methods and media available to assist with communication

K14 How to undertake risk assessment, using a range of commonly used tools, and know when to seek advice to avoid compromising quality and safety of others

K19 Understand how discriminatory behaviour is exhibited and the impact this can have on individuals and the commissioning function

K28 Understand the principles of effective leadership and management

K30 Understand the demands of multidisciplinary practice and strategies to develop resilience in self and know how to seek support to help deal with uncertain situations

K31 Understand and apply relevant legal, regulatory and governance requirements, policies, and frameworks, including any mandatory reporting duties, to all areas of practice

Associate Continuing Healthcare Practitioner Apprenticeship Standard at Level 4

K34 Understands the financial implications that eligibility has and how this can influence behaviours and decisions made

K36 Understand how to critically appraise and reflect upon knowledge, research and practice and understand how this can be used in practice improve the quality of care and service delivered and commissioned

Skills

S13 Develop, manage and maintain appropriate relationships and rapport with people, their families, carers, colleagues and providers

S17 Manage and prioritise competing demands, prioritising workload based on level of risk

S19 Undertake risk assessments, in a range of care settings, using appropriate methodology to recognise people at risk and take appropriate action to report, and where appropriate, reduce any risk identified

S26 Works within limits of own competence, experience and training, delegating tasks and escalating issues and duties appropriately

S31 Apply the principles of effective leadership and management

S32 Act as a role model to colleagues, supervising and providing feedback about behavior and actions of others, motivating them to reflect on and develop their practice

S33 Ensure the wellbeing and resilience needs of the team are met and recognise signs of vulnerability in themselves or their colleagues

S34 Act in accordance with legislation, national guidance and local policy at all times

Behaviours

B1 Act in a non-discriminatory fashion, treating people with dignity and respecting individual's diversity, beliefs, culture, needs, values, privacy and preferences

B2 Be caring and compassionate, nurturing the potential in others

B3 Have the courage to speak up and challenge areas of concern or any discriminatory behaviour, providing honest, accurate and constructive feedback

B4 Be competent, reliable and committed, using reflection to constantly improve and work to evidence based best practice always working within limits of own competence, experience and training

B5 Be adaptable, reliable and consistent, show discretion, resilience and self-awareness and demonstrate leadership

B6 Communicate in ways that are sensitive and appropriate, considering emotional, psychological, cognitive, language, social and other circumstances

B8 Act as an ambassador and promote trust, upholding the reputation and promoting public confidence in the continuing healthcare service

D5 Manage the continuing healthcare referral process ensuring all referrals into the service are in line with the “National Framework for NHS Continuing Healthcare and NHS-funded Nursing Care”

Knowledge

K8 Understand the importance and how to use a range of communication methods and media available to assist with communication

K10 The range of health and social care contract types used, including Personal Health Budgets and services commissioned to treat and support individuals with ill health, disabilities and social care needs

K20 Techniques to manage differences of opinion, conflict and difficult conversations between professionals

K23 Understands the principles of courage, transparency and the professional duty of candour

Associate Continuing Healthcare Practitioner Apprenticeship Standard at Level 4

K31 Understand and apply relevant legal, regulatory and governance requirements, policies, and frameworks, including any mandatory reporting duties, to all areas of practice

K34 Understands the financial implications that eligibility has and how this can influence behaviours and decisions made

K37 The importance of accurate and timely data collection processes and how this has an impact on local and national assurance mechanisms

K38 Know how to review individual's health and social care needs related to breathing, nutrition, bladder and bowel health, skin integrity, mobility, communication, psychological and emotional, cognition, behaviour, symptom control and consciousness

Skills

S1 To make appropriate referrals of an individual into the continuing healthcare service via a standard or fast-track referral pathway, using the mandated screening tools as per national policy, rejecting and redirecting any inappropriate referrals

S4 Co-ordinate routine planning and management of referral, discharge or transition of care between professionals, settings or services

S5 Assess a person's capacity to make decisions about their own care and to give or withhold consent

S10 Communicate in a way that is sensitive and appropriate, using a range of skills and strategies with colleagues and people at all stages of life and with a range of mental, physical, cognitive and behavioural challenges recognising common barriers to communication

S15 Identify responsible commissioner for individuals referred into the continuing healthcare service

S18 Process referrals in a timely manner

S34 Act in accordance with legislation, national guidance and local policy at all times

S36 In a dispute, can proactively engage with the individual or representative to find an amicable and lawful resolution of conflict or disagreement

S40 Use a range of digital technologies to access, input, share and apply information and data within teams and between agencies

S41 Complete, store and retain accurate and contemporaneous records and data

S42 The ability to read, interpret and understand clinical records and notes

Behaviours

B1 Act in a non-discriminatory fashion, treating people with dignity and respecting individual's diversity, beliefs, culture, needs, values, privacy and preferences

B2 Be caring and compassionate, nurturing the potential in others

B3 Have the courage to speak up and challenge areas of concern or any discriminatory behaviour, providing honest, accurate and constructive feedback

B4 Be competent, reliable and committed, using reflection to constantly improve and work to evidence based best practice always working within limits of own competence, experience and training

B5 Be adaptable, reliable and consistent, show discretion, resilience and self-awareness and demonstrate leadership

B6 Communicate in ways that are sensitive and appropriate, considering emotional, psychological, cognitive, language, social and other circumstances

B8 Act as an ambassador and promote trust, upholding the reputation and promoting public confidence in the continuing healthcare service

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D6 Collate and analyse evidence and assessment documentation from health and social care teams involved in caring for the needs of the individuals to enable a lawful eligibility decision to be made

Knowledge

K2 Understand how to support people going through the Continuing Healthcare process

K3 Understand commonly encountered mental, physical, behavioural and cognitive health conditions, medication usage and treatments and how ill health impacts on the individual and their family

K38 Know how to review individual's health and social care needs related to breathing, nutrition, bladder and bowel health, skin integrity, mobility, communication, psychological and emotional, cognition, behaviour, symptom control and consciousness

K40 Understand the challenges of providing safe care for people with complex co-morbidities and complex care needs

K8 Understand the importance and how to use a range of communication methods and media available to assist with communication

K10 The range of health and social care contract types used, including Personal Health Budgets and services commissioned to treat and support individuals with ill health, disabilities and social care needs

K14 How to undertake risk assessment, using a range of commonly used tools, and know when to seek advice to avoid compromising quality and safety of others

K26 Understand roles, responsibilities and models of care of all members of the health and social care multidisciplinary team in providing and commissioning care and how they contribute to a lawful assessment for eligibility of Continuing Healthcare

K28 Understand the principles of effective leadership and management

K31 Understand and apply relevant legal, regulatory and governance requirements, policies, and frameworks, including any mandatory reporting duties, to all areas of practice

K36 Understand how to critically appraise and reflect upon knowledge, research and practice and understand how this can be used in practice improve the quality of care and service delivered and commissioned

Skills

S5 Assess a person's capacity to make decisions about their own care and to give or withhold consent

S10 Communicate in a way that is sensitive and appropriate, using a range of skills and strategies with colleagues and people at all stages of life and with a range of mental, physical, cognitive and behavioural challenges recognising common barriers to communication

S13 Develop, manage and maintain appropriate relationships and rapport with people, their families, carers, colleagues and providers

S19 Undertake risk assessments, in a range of care settings, using appropriate methodology to recognise people at risk and take appropriate action to report, and where appropriate, reduce any risk identified

S30 Use skills that enable facilitation and co-ordination to make best use of the contributions of others across the multidisciplinary team for the purposes of a lawful assessment or review

S34 Act in accordance with legislation, national guidance and local policy at all times

S39 Identify and collate documents and evidence demonstrating current health and social care need from all professionals involved in the care of the individual, for lawful assessment or review of health and social care need to be undertaken

S40 Use a range of digital technologies to access, input, share and apply information and data within teams and between agencies

S41 Complete, store and retain accurate and contemporaneous records and data

S42 The ability to read, interpret and understand clinical records and notes

Associate Continuing Healthcare Practitioner Apprenticeship Standard at Level 4

Behaviours

- B1 Act in a non-discriminatory fashion, treating people with dignity and respecting individual's diversity, beliefs, culture, needs, values, privacy and preferences
- B3 Have the courage to speak up and challenge areas of concern or any discriminatory behaviour, providing honest, accurate and constructive feedback
- B4 Be competent, reliable and committed, using reflection to constantly improve and work to evidence based best practice always working within limits of own competence, experience and training
- B5 Be adaptable, reliable and consistent, show discretion, resilience and self-awareness and demonstrate leadership
- B6 Communicate in ways that are sensitive and appropriate, considering emotional, psychological, cognitive, language, social and other circumstances
- B7 Constantly works to build the development of a positive associate CHC practitioner-patient relationship as a core element of the role
- B8 Act as an ambassador and promote trust, upholding the reputation and promoting public confidence in the continuing healthcare service

D7 Co-ordinate and guide the multidisciplinary, multiagency team undertaking assessments using specialist knowledge to make lawful recommendations regarding continuing healthcare eligibility

Knowledge

- K38 Know how to review individual's health and social care needs related to breathing, nutrition, bladder and bowel health, skin integrity, mobility, communication, psychological and emotional, cognition, behaviour, symptom control and consciousness
- K8 Understand the importance and how to use a range of communication methods and media available to assist with communication
- K2 Understand how to support people going through the Continuing Healthcare process
- K19 Understand how discriminatory behaviour is exhibited and the impact this can have on individuals and the commissioning function
- K20 Techniques to manage differences of opinion, conflict and difficult conversations between professionals
- K23 Understands the principles of courage, transparency and the professional duty of candour
- K26 Understand roles, responsibilities and models of care of all members of the health and social care multidisciplinary team in providing and commissioning care and how they contribute to a lawful assessment for eligibility of Continuing Healthcare
- K28 Understand the principles of effective leadership and management
- K31 Understand and apply relevant legal, regulatory and governance requirements, policies, and frameworks, including any mandatory reporting duties, to all areas of practice
- K34 Understands the financial implications that eligibility has and how this can influence behaviours and decisions made

Skills

- S11 Utilise report writing skills to formulate clear and evidence based recommendations
- S12 Communicate and provide information in accessible ways to help people understand the CHC processes and the decisions that have been made regarding their continuing healthcare eligibility

Associate Continuing Healthcare Practitioner Apprenticeship Standard at Level 4

S19 Undertake risk assessments, in a range of care settings, using appropriate methodology to recognise people at risk and take appropriate action to report, and where appropriate, reduce any risk identified

S23 Participate in data collection to support service delivery evaluation, audit or assurance activity to identify appropriate quality improvement activities or any gaps within the provider market

S26 Works within limits of own competence, experience and training, delegating tasks and escalating issues and duties appropriately

S31 Apply the principles of effective leadership and management

S32 Act as a role model to colleagues, supervising and providing feedback about behavior and actions of others, motivating them to reflect on and develop their practice

S34 Act in accordance with legislation, national guidance and local policy at all times

S36 In a dispute, can proactively engage with the individual or representative to find an amicable and lawful resolution of conflict or disagreement

S40 Use a range of digital technologies to access, input, share and apply information and data within teams and between agencies

S41 Complete, store and retain accurate and contemporaneous records and data

Behaviours

B1 Act in a non-discriminatory fashion, treating people with dignity and respecting individual's diversity, beliefs, culture, needs, values, privacy and preferences

B2 Be caring and compassionate, nurturing the potential in others

B3 Have the courage to speak up and challenge areas of concern or any discriminatory behaviour, providing honest, accurate and constructive feedback

B4 Be competent, reliable and committed, using reflection to constantly improve and work to evidence based best practice always working within limits of own competence, experience and training

B5 Be adaptable, reliable and consistent, show discretion, resilience and self-awareness and demonstrate leadership

B6 Communicate in ways that are sensitive and appropriate, considering emotional, psychological, cognitive, language, social and other circumstances

B7 Constantly works to build the development of a positive associate CHC practitioner-patient relationship as a core element of the role

B8 Act as an ambassador and promote trust, upholding the reputation and promoting public confidence in the continuing healthcare service

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D8 Resolve disputed eligibility funding decisions fairly, consistently and lawfully

Knowledge

- K8 Understand the importance and how to use a range of communication methods and media available to assist with communication
- K9 The importance of and how to facilitate discussion with individuals and their family regarding the NHS CHC processes
- K19 Understand how discriminatory behaviour is exhibited and the impact this can have on individuals and the commissioning function
- K20 Techniques to manage differences of opinion, conflict and difficult conversations between professionals
- K21 Understand the principles of accountability and how this applies to the role of Associate Continuing Healthcare Practitioner
- K23 Understands the principles of courage, transparency and the professional duty of candour
- K28 Understand the principles of effective leadership and management
- K30 Understand the demands of multidisciplinary practice and strategies to develop resilience in self and know how to seek support to help deal with uncertain situations
- K31 Understand and apply relevant legal, regulatory and governance requirements, policies, and frameworks, including any mandatory reporting duties, to all areas of practice
- K34 Understands the financial implications that eligibility has and how this can influence behaviours and decisions made
- K36 Understand how to critically appraise and reflect upon knowledge, research and practice and understand how this can be used in practice improve the quality of care and service delivered and commissioned
- K37 The importance of accurate and timely data collection processes and how this has an impact on local and national assurance mechanisms
- K14 How to undertake risk assessment, using a range of commonly used tools, and know when to seek advice to avoid compromising quality and safety of others

Skills

- S10 Communicate in a way that is sensitive and appropriate, using a range of skills and strategies with colleagues and people at all stages of life and with a range of mental, physical, cognitive and behavioural challenges recognising common barriers to communication
- S12 Communicate and provide information in accessible ways to help people understand the CHC processes and the decisions that have been made regarding their continuing healthcare eligibility
- S13 Develop, manage and maintain appropriate relationships and rapport with people, their families, carers, colleagues and providers
- S19 Undertake risk assessments, in a range of care settings, using appropriate methodology to recognise people at risk and take appropriate action to report, and where appropriate, reduce any risk identified
- S23 Participate in data collection to support service delivery evaluation, audit or assurance activity to identify appropriate quality improvement activities or any gaps within the provider market
- S26 Works within limits of own competence, experience and training, delegating tasks and escalating issues and duties appropriately
- S30 Use skills that enable facilitation and co-ordination to make best use of the contributions of others across the multidisciplinary team for the purposes of a lawful assessment or review
- S34 Act in accordance with legislation, national guidance and local policy at all times
- S36 In a dispute, can proactively engage with the individual or representative to find an amicable and lawful resolution of conflict or disagreement
- S37 Manage the impact of claims companies and solicitors on the appeals process

Associate Continuing Healthcare Practitioner Apprenticeship Standard at Level 4

S39 Identify and collate documents and evidence demonstrating current health and social care need from all professionals involved in the care of the individual, for lawful assessment or review of health and social care need to be undertaken

S41 Complete, store and retain accurate and contemporaneous records and data

Behaviours

B1 Act in a non-discriminatory fashion, treating people with dignity and respecting individual's diversity, beliefs, culture, needs, values, privacy and preferences

B2 Be caring and compassionate, nurturing the potential in others

B3 Have the courage to speak up and challenge areas of concern or any discriminatory behaviour, providing honest, accurate and constructive feedback

B4 Be competent, reliable and committed, using reflection to constantly improve and work to evidence based best practice always working within limits of own competence, experience and training

B5 Be adaptable, reliable and consistent, show discretion, resilience and self-awareness and demonstrate leadership

B6 Communicate in ways that are sensitive and appropriate, considering emotional, psychological, cognitive, language, social and other circumstances

B7 Constantly works to build the development of a positive associate CHC practitioner-patient relationship as a core element of the role

B8 Act as an ambassador and promote trust, upholding the reputation and promoting public confidence in the continuing healthcare service

D9 Commission the full range of services required to meet individuals' health and social care needs

Knowledge

K40 Understand the challenges of providing safe care for people with complex co-morbidities and complex care needs

K11 Understand principles of healthcare business and financial planning, commissioning, procurement and market management, market shaping and sustainability and how this helps to effectively deliver services that meet the needs of the local CHC population

K12 Understand how commissioning decisions impact on CHC demand and delivery, including commissioned end of life care services and discharge-to-assess services

K13 Understand the impact of co-morbidities and the demands of meeting people's complex health and social care needs when commissioning services

K16 Understand the differences between risk aversion and risk management and how to avoid compromising quality of care commissioned but work towards the choices of the individual where safe to do so

K24 Understands how care navigation/social prescribing can be used to address the individual's needs and support them to move from dependence to more independence

K26 Understand roles, responsibilities and models of care of all members of the health and social care multidisciplinary team in providing and commissioning care and how they contribute to a lawful assessment for eligibility of Continuing Healthcare

K31 Understand and apply relevant legal, regulatory and governance requirements, policies, and frameworks, including any mandatory reporting duties, to all areas of practice

K36 Understand how to critically appraise and reflect upon knowledge, research and practice and understand how this can be used in practice improve the quality of care and service delivered and commissioned

K14 How to undertake risk assessment, using a range of commonly used tools, and know when to seek advice to avoid compromising quality and safety of others

Associate Continuing Healthcare Practitioner Apprenticeship Standard at Level 4

Skills

- S4 Co-ordinate routine planning and management of referral, discharge or transition of care between professionals, settings or services
- S10 Communicate in a way that is sensitive and appropriate, using a range of skills and strategies with colleagues and people at all stages of life and with a range of mental, physical, cognitive and behavioural challenges recognising common barriers to communication
- S12 Communicate and provide information in accessible ways to help people understand the CHC processes and the decisions that have been made regarding their continuing healthcare eligibility
- S13 Develop, manage and maintain appropriate relationships and rapport with people, their families, carers, colleagues and providers
- S16 Commission a package of care for an individual with complex health and social care needs
- S19 Undertake risk assessments, in a range of care settings, using appropriate methodology to recognise people at risk and take appropriate action to report, and where appropriate, reduce any risk identified
- S21 Commission safe, effective and person-centred health and social care packages for people who have co-morbidities and complex care needs
- S23 Participate in data collection to support service delivery evaluation, audit or assurance activity to identify appropriate quality improvement activities or any gaps within the provider market
- S34 Act in accordance with legislation, national guidance and local policy at all times
- S39 Identify and collate documents and evidence demonstrating current health and social care need from all professionals involved in the care of the individual, for lawful assessment or review of health and social care need to be undertaken
- S41 Complete, store and retain accurate and contemporaneous records and data

Behaviours

- B1 Act in a non-discriminatory fashion, treating people with dignity and respecting individual's diversity, beliefs, culture, needs, values, privacy and preferences
- B3 Have the courage to speak up and challenge areas of concern or any discriminatory behaviour, providing honest, accurate and constructive feedback
- B4 Be competent, reliable and committed, using reflection to constantly improve and work to evidence based best practice always working within limits of own competence, experience and training
- B6 Communicate in ways that are sensitive and appropriate, considering emotional, psychological, cognitive, language, social and other circumstances
- B7 Constantly works to build the development of a positive associate CHC practitioner-patient relationship as a core element of the role
- B8 Act as an ambassador and promote trust, upholding the reputation and promoting public confidence in the continuing healthcare service

Associate Continuing Healthcare Practitioner Apprenticeship

Standard at Level 4

D10 Manage and monitor continuing healthcare provider service and personal health budget (PHB) contracts in accordance with procurement law, national policy and local agreements

Knowledge

K40 Understand the challenges of providing safe care for people with complex co-morbidities and complex care needs
 K8 Understand the importance and how to use a range of communication methods and media available to assist with communication

K11 Understand principles of healthcare business and financial planning, commissioning, procurement and market management, market shaping and sustainability and how this helps to effectively deliver services that meet the needs of the local CHC population

K14 How to undertake risk assessment, using a range of commonly used tools, and know when to seek advice to avoid compromising quality and safety of others

K17 Understand the role and function of the Care Quality Commission for care home, supportive living and home care providers

K18 Understand the importance of Contractual Management in maintaining the quality, sustainability and effectiveness of services and what contractual levers can be used if concerns are identified

K24 Understands how care navigation/social prescribing can be used to address the individual's needs and support them to move from dependence to more independence

K31 Understand and apply relevant legal, regulatory and governance requirements, policies, and frameworks, including any mandatory reporting duties, to all areas of practice

K36 Understand how to critically appraise and reflect upon knowledge, research and practice and understand how this can be used in practice improve the quality of care and service delivered and commissioned

K37 The importance of accurate and timely data collection processes and how this has an impact on local and national assurance mechanisms

Skills

S13 Develop, manage and maintain appropriate relationships and rapport with people, their families, carers, colleagues and providers

S14 Facilitate discussions with individuals and their families to set an indicative Personal Health Budget

S17 Manage and prioritise competing demands, prioritising workload based on level of risk

S19 Undertake risk assessments, in a range of care settings, using appropriate methodology to recognise people at risk and take appropriate action to report, and where appropriate, reduce any risk identified

S34 Act in accordance with legislation, national guidance and local policy at all times

S41 Complete, store and retain accurate and contemporaneous records and data

Behaviours

B1 Act in a non-discriminatory fashion, treating people with dignity and respecting individual's diversity, beliefs, culture, needs, values, privacy and preferences

B3 Have the courage to speak up and challenge areas of concern or any discriminatory behaviour, providing honest, accurate and constructive feedback

B4 Be competent, reliable and committed, using reflection to constantly improve and work to evidence based best practice always working within limits of own competence, experience and training

B6 Communicate in ways that are sensitive and appropriate, considering emotional, psychological, cognitive, language, social and other circumstances

B8 Act as an ambassador and promote trust, upholding the reputation and promoting public confidence in the continuing healthcare service.

Associate Continuing Healthcare Practitioner Apprenticeship Standard at Level 4