

# EoLC Functional Analysis:

## Other Terminal

### Underpinning Principles

Underpinning principles are functional aspects of providing care which do not entail discreet time requirements – they are implicit with other tasks for which timings have been included, and have been identified as follows:

1.2 Communicate effectively
1.4 Support individuals with specific communication needs <sup>5</sup>
1.8 Relate to, and interact with, individuals
2.5 Ensure your own actions support the equality, diversity, rights and responsibilities of individuals
3.8 Ensure your own actions reduce risks to health and safety
4.1 Ensure compliance with legal, regulatory, ethical and social requirements <sup>16</sup>
4.2 Ensure your own actions support the care, protection and wellbeing of individuals
C2.3.4 Act with, and on behalf of individuals, to present their needs and wishes
G1.3.3 Develop productive working relationships with contacts and stakeholders
H2.1 Develop your knowledge and practice
H2.2 Reflect on and evaluate your own values, priorities, interests and effectiveness <sup>17</sup>
H3.5 Take responsibility for the continuing professional development of yourself and others
H4.1 Identify the learning needs of patients and carers to enable management of a defined condition
H4.2 Develop relationships with individuals which support them in addressing their health needs*
H4.3 Provide information and advice to individuals/carers on managing health care needs*

#### Notes:

5. intended for communication with individuals with specific difficulties such as an inability to speak, but could include people with dementia or learning disabilities
16. includes confidentiality
17. includes making use of supervision as a way of supporting the individual providing support
- \* relevant to both health and social care

## EoLC Functional Analysis: Other Terminal

### Point 1: Enter EoL Pathway – Transition to “Do Something”

This is a one-off occurrence on the pathway. Requirement for the functions is timed in minutes.

**TRIGGERS:** Eg diagnosis, clinical instability, pain/symptom relief needed, mobility support needed, some assistance with personal care needs, frequent use of OOH's plus frequent admissions to hospital

	G	E	S
<b>Plan assessment</b>			
A2.1.2 Plan assessment and investigation into an individual's health status			90
<b>Carry out assessment</b>			
A2.2.1 Obtain information from individuals to support assessment of their health status and needs			60
A2.2.2 Obtain information from indirect sources to inform assessment of an individual's health status and needs <sup>10</sup>			
A2.8.6 Assess the need for, and provision of environmental and social support			
A2.2.3 Request investigations to provide information on an individual's health status and needs	15	10	
2.3.1 Obtain specimens non-invasively	10		
A2.3.2 Obtain specimens invasively		15	
A2.5.1 Undertake routine clinical measurements	30	20	
4.5 Contribute to the identification of the risk of danger to individuals and others <sup>19</sup>	30	30	
F1.2.2 Input data and information for processing <sup>1</sup>	20		
<b>Early management and pre-diagnosis of End of Life</b>			
1.3 Communicate significant news to individuals			270
A2.8.5 Assess an individual's needs arising from their health status			
A2.8.8 Agree courses of action following assessment			
B1.1.2 Enable individuals to make health choices and decisions regarding their own health or the health of others			
B3.9.10 Support individuals to prepare for, adapt to and manage change			
B1.2.2 Refer individuals to specialist services for treatment and care			
F1.2.2 Input data and information for processing <sup>1</sup>	30		
H4.3 Provide information and advice to individuals/carers on managing health care needs		40	40
<b>Make decision that individual is approaching End of Life</b>			
A2.7.1 Interpret and report on the findings of investigations			60
A2.10.1 Determine a diagnosis and prognosis for an individual			
F1.2.2 Input data and information for processing <sup>1</sup>	20		
<b>Receive referral</b>			
B1.2.1 Receive and direct requests for health care assistance using protocols and guidelines	30	30	
<b>Develop care plan</b>			
A2.8.7 Assess the needs of carers and families		60	
B1.1.2 Enable individuals to make health choices and decisions regarding their own health or the health of others*		60	
B1.1.3 Prepare individualised treatment plans for individuals		40	40
B1.1.4 Plan activities, interventions and treatments to achieve specified health goals <sup>2</sup>			
F1.2.2 Input data and information for processing <sup>1</sup>	20		
		60	

H4.1 Identify the learning needs of patients and carers to enable

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management of a defined condition			
H4.3 Provide information and advice to individuals/carers on managing health care needs*		40	40
B1.2.2 Refer individuals to specialist services for treatment and care		30	
D2.2.4 Set up medical devices and equipment <sup>7</sup>		60	60
<b>TOTALS</b>	<b>205</b>	<b>495</b>	<b>660</b>

### Notes:

1. recording information centrally for sharing with colleagues
  2. describes advance care planning
  7. includes assistive technology, and in this case includes some time for teaching carers how to use the equipment
  10. includes other agencies, including social care, GPs etc
  19. includes arrangements for young children, older children with disabilities, frail partners, etc
- \* relevant to both health and social care

## EoLC Functional Analysis: Other Terminal

### Point 2: “Do Something”

This is an ongoing occurrence on the pathway. Requirement for the functions is timed in minutes per day.

	G	E	S
<b>Implement care plan</b>			
B2.1.6 Prepare resources for use in health care actions*	4		5
B2.7.1 Co-ordinate the implementation and delivery of treatment plans <sup>6</sup>		9	
B2.8.10 Administer medication to individuals ii practitioner		20	
B2.8.14 Manage stocks of medication ii.practitioner			
B2.7.3 Implement care plans/programmes <sup>21</sup>	9	9	
B2.7.5 Deliver therapeutic activities for individuals	9	9	
B2.9.1 Support individuals during and after clinical/therapeutic activities			
B2.9.2 Support individuals who are distressed	10	10	
B2.9.3 Support individuals to access and use services and facilities	10		
B2.9.4 Support individuals in undertaking desired activities			
B2.9.5 Support individuals in their daily living <sup>11</sup>			
B2.9.6 Support individuals with their personal care needs	150	60	
B2.9.8 Support individuals to keep mobile <sup>4</sup>			
B2.9.10 Support individuals to prepare for, adapt to and manage change		10	
B2.9.11 Support individuals to undertake and monitor their own health care	20	20	
B2.9.12 Support individuals to maintain their spiritual well-being			
B2.9.13 Support individuals and carers to cope with the emotional and psychological aspects of healthcare activities			
B2.10.1 Work in collaboration with carers in the caring role		20	
B2.10.2 Enable carers to support individuals with defined health needs*			
B2.10.3 Support carers to manage their own needs	10	10	
C2.3.4 Act with, and on behalf of, individuals to present their needs and wishes		10	
F1.2.2 Input data and information for processing <sup>1</sup>	20		
F2.1.10 Provide expert advice <sup>12</sup>			10
<b>Monitor care plan</b>			
B3.1.2 Monitor individuals' condition over time <sup>23</sup>	10	10	
B3.1.3 Monitor and evaluate individuals' progress in managing health conditions		10	
B3.1.5 Evaluate the delivery of care plans to meet the needs of individuals			
B3.1.6 Evaluate treatment plans with individuals and those involved in their care	3	3	3
B3.1.7 Agree changes to interventions and treatments <sup>6</sup>			
B2.8.13 Manage an individual's medication to achieve optimum outcomes <sup>13</sup>			
F1.2.2 Input data and information for processing <sup>1</sup>	20		
<b>TOTALS (per day)</b>	<b>275</b>	<b>210</b>	<b>18</b>
<b>TOTALS (per week)</b>	<b>1925</b>	<b>1470</b>	<b>126</b>

## **EoLC Functional Analysis: Other Terminal**

### **Notes:**

1. recording information centrally for sharing with colleagues
4. this is to enable people to keep mobile both within their home and outside, so could include using a wheelchair or walking stick outside, or continuing to be able to go to the bathroom on their own, or to feed themselves
6. could include equipment
11. includes information and advice around non health issues such as access to welfare benefits, housing adaptations etc
12. includes signposting individuals to other sources of expertise
13. includes reviewing medication on a regular basis
20. controlled drugs must be managed/removed in conjunction with a practitioner defined by the 1968 Medicine Act
21. the people with specialist/enhanced skills are providing the service while the people with generic skills are acknowledging need and signposting
23. if this means monitoring the specific condition then it's a specialist skill but if it's the individual self-monitoring their overall health, it's a lower level skill
- \* relevant to both health and social care

### **Assumptions**

One quarter of patients in this trajectory will be prescribed controlled drugs so time for managing and administering drugs has been estimated on that assumption

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### Point 3: Transition to “Do something more”

This is a one-off occurrence on the pathway. Requirement for the functions is timed in minutes.

**TRIGGERS:** Eg increasing clinical instability, pain/symptom relief needed, extended personal care needs, increased mobility support needs

	G	E	S
<b>Assessment</b>			
4.5 Contribute to the identification of the risk of danger to individuals and others <sup>19</sup>		80	160
A2.2.1 Obtain information from individuals to support assessment of their health status and needs*			
A2.2.2 Obtain information from indirect sources to inform assessment of an individual's health status and needs*			
A2.8.6 Assess the need for, and provision of environmental and social support			
A2.2.3 Request investigations to provide information on an individual's health status and needs			
A2.2.4 Investigate factors influencing an individual's health status			
A2.8.5 Assess an individual's need arising from their health status			
A2.7.1 Interpret and report on the findings of investigations		60	
A2.8.7 Assess the needs of carers and families			
A2.3.1 Obtain specimens non-invasively	10		
A2.3.2 Obtain specimens invasively		15	
A2.5.1 Undertake routine clinical measurements	30	20	
F1.2.2 Input data and information for processing <sup>1</sup>	20		
<b>Develop and agree care plan</b>			
1.3 Communicate significant news to individuals			30
B1.1.1 Prioritise treatment and care for individuals according to their health status and needs <sup>8</sup>	30	90	90
B1.1.2 Enable individuals to make health choices and decisions regarding their own health or the health of others <sup>8</sup>			
B1.1.3 Prepare individualised treatment plans for individuals			
B1.1.4 Plan activities, interventions and treatments to achieve specified health goals <sup>2</sup> *			
B2.9.10 Support individuals to prepare for and manage change			
B3.1.6 Evaluate treatment plans with individuals and those involved in their care			
H4.3 Provide information and advice to individuals/carers on managing health care needs*			
B3.1.7 Agree changes to interventions and treatments		20	20
<b>Referral</b>			
B1.2.1 Receive and direct requests for health care assistance using protocols and guidelines*	30	60	
B1.2.2 Refer individuals to specialist services for treatment and care			
B2.1.9 Arrange access to resources needed to support planned health care/lifestyle programmes <sup>6 22</sup> *			
D2.2.4 Set up medical devices and equipment <sup>7</sup>		30	30
<b>TOTALS</b>	<b>120</b>	<b>375</b>	<b>330</b>

## EoLC Functional Analysis: Other Terminal

### Notes:

1. recording information centrally for sharing with colleagues
  2. describes advance care planning
  6. could include equipment
  7. includes assistive technology
  8. includes as assessment of the location/home, such as whether the patient is upstairs
  19. includes arrangements for young children, older children with disabilities, frail partners, etc
  22. at this stage in the pathway this could include arranging access to funding such as Continuing Health Care which is a specialist skill
- \* relevant to both health and social care

## EoLC Functional Analysis: Other Terminal

### Point 4: “Do something more”

This is an ongoing occurrence on the pathway. Requirement for the functions is timed in minutes per day

	G	E	S
<b>Receive referral</b>			
B1.2.1 Receive and direct requests for health care assistance using protocols and guidelines*	20	20	
<b>Implement the care plan</b>			
B2.1.6 Prepare resources for use in health care actions	10	10	
B2.7.1 Co-ordinate the implementation and delivery of treatment plans <sup>6</sup>		20	
B2.7.3 Implement care plans/programmes <sup>21</sup>	20		
B2.7.5 Deliver therapeutic activities for individuals	20		
B2.9.1 Support individuals during and after clinical/therapeutic activities	30		
<b>B2.9.11</b> Support individuals to undertake and monitor their own health care	60		60
B2.7.7 Undertake extended personal care for individuals unable to do so themselves <sup>24</sup>	720		
B2.9.5 Support individuals in their daily living <sup>11</sup>			
<b>B2.9.6</b> Support individuals with their personal care needs			
B2.9.8 Support individuals to keep mobile <sup>4</sup>			
B2.8.10 Administer medication to individuals <sup>20</sup>			
<b>B2.9.2</b> Support individuals who are distressed	75		
B2.9.3 Support individuals to access and use services and facilities			
<b>B2.9.10</b> Support individuals to prepare for and manage change			
B2.9.12 Support individuals to maintain their spiritual well-being			
B2.9.13 Support individuals and carers to cope with the emotional and psychological aspects of healthcare activities			
<b>B2.10.1</b> Work in collaboration with carers in the caring role			
<b>B2.10.3</b> Support carers to manage their own needs			
B2.10.2 Enable carers to support individuals with defined health needs			
F1.2.2 Input data and information for processing <sup>1</sup>	20		
<b>Monitor the care plan</b>			
B2.8.13 Manage an individual’s medication to achieve optimum outcomes		20	20
B3.1.2 Monitor individuals’ condition over time <sup>23</sup>	10	10	10
B3.1.3 Monitor and evaluate individuals’ progress in managing health conditions		40	
B3.1.5 Evaluate the delivery of care plans to meet the needs of individuals			
<b>B3.1.6</b> Evaluate treatment plans with individuals and those involved in their care			
B3.1.7 Agree changes to interventions and treatments			
F2.1.10 Provide expert advice <sup>12</sup>		10	10
<b>TOTALS (per day)</b>	<b>985</b>	<b>190</b>	<b>100</b>
<b>TOTALS (per week)</b>	<b>6895</b>	<b>1330</b>	<b>700</b>



## EoLC Functional Analysis: Other Terminal

### Notes:

1. recording information centrally for sharing with colleagues
  4. is to enable people to keep mobile both within their home and outside, so could include using a wheelchair or walking stick outside, or continuing to be able to go to the bathroom on their own
  6. could include equipment
  11. includes information and advice around non health issues such as access to welfare benefits, housing adaptations etc
  12. includes signposting individuals to other sources of expertise
  20. controlled drugs must be managed/removed in conjunction with a practitioner defined by the 1968 Medicine Act
  21. the people with specialist/enhanced skills are providing the service while the people with generic skills are acknowledging need and signposting
  23. if this means monitoring the specific condition then it's a specialist skill but if it's the individual self-monitoring their overall health, it's a lower level skill
  24. this is two people each doing six hours – 2x6x60
- \* relevant to both health and social care

## EoLC Functional Analysis: Other Terminal

### Point 5 – Transition to Last Days of Life

This is a one-off occurrence on the pathway. Requirement for the functions is timed in minutes.

**TRIGGERS:** Eg advance directive, multiple organ failure, discharge from hospital for last days, prognosis indicators for LCP.

	G	E	S
<b>Assessment of care needs</b>			
4.5 Contribute to the identification of the risk of danger to individuals and others <sup>19</sup>		90	90
A2.8.5 Assess an individual's needs arising from their health status*			
A2.8.6 Assess the need for and provision of environmental and social support			
A2.8.7 Assess the needs of carers and families			
<b>Develop care plan and support people</b>			
1.3 Communicate significant news to individuals		60	60
B1.1.4 Plan activities, interventions and treatments to achieve specified health goals <sup>2</sup> *		90	
B2.10.1 Work in collaboration with carers in their caring role			
B1.1.3 Prepare individualised treatment plans for individuals			
B2.7.1 Co-ordinate the implementation and delivery of treatment plans <sup>6</sup>			
B2.7.3 Implement care plans/programmes <sup>21</sup>	30	30	30
F1.2.2 Input data and information for processing <sup>1</sup>	20		
F2.1.10 Provide expert advice <sup>12</sup>	10	10	10
B1.1.2 Enable individuals to make health choices and decisions regarding their own health or the health of others *			
B2.7.1 Co-ordinate the implementation and delivery of treatment plans <sup>6</sup>			
B2.9.10 Support individuals to prepare for and manage change		90	90
F2.1.10 Provide expert advice <sup>12</sup>			
H4.3 Provide information and advice to individuals/carers on managing health care needs *			
<b>Referral</b>			
B1.2.2 Refer individuals to specialist services for treatment and care <sup>7</sup>		30	30
F1.2.2 Input data and information for processing <sup>1</sup>	20		
<b>TOTALS</b>	<b>80</b>	<b>400</b>	<b>310</b>

#### Notes:

1. recording information centrally for sharing with colleagues
  2. describes advance care planning
  6. could include equipment
  7. includes assistive technology
  12. includes signposting individuals to other sources of expertise
  19. includes arrangements for young children, older children with disabilities, frail partners, etc
  21. the people with specialist/enhanced skills are providing the service while the people with generic skills are acknowledging need and signposting
- \* relevant to both health and social care

## EoLC Functional Analysis: Other Terminal

### Point 6 – Last Days of Life/Death

This is an ongoing occurrence on the pathway. Requirement for the functions is timed in minutes per day.

<i><b>This is drawn from the Liverpool Care Pathway</b></i>	G	E	S
<b>Care within last days of life</b>			
1.3 Communicate significant news to individuals	1440	200	5
A2.8.6 Assess the need for and provision of environmental and social support <sup>8</sup>			
B2.7.7 Undertake extended personal care for individuals unable to do so themselves <sup>25</sup>			
B2.8.10 Administer medication to individuals <sup>20</sup>			
B2.8.14 Manage stocks of medication <sup>20</sup>			
B2.9.2 Support individuals who are distressed			
B2.9.5 Support individuals in their daily living <sup>11, 24</sup>			
B2.9.10 Support individuals to prepare for and manage change			
B2.9.12 Support individuals to maintain their spiritual well-being			
B2.9.13 Support individuals and carers to cope with the emotional and psychological aspects of healthcare activities			
B2.10.1 Work in collaboration with carers in the caring role			
B2.7.3 Implement care plans/programmes			
B2.3.3 Establish and maintain pain relief			
B3.1.3 Evaluate treatment plans with individuals and those involved in their care			
B2.9.14 Support individuals through the process of dying			
D2.2.4 Set up medical devices and equipment <sup>7</sup>			
F1.2.2 Input data and information for processing <sup>1</sup>			
<b>TOTALS (per day)</b>	<b>1440</b>	<b>200</b>	<b>5</b>

#### Notes:

1. recording information centrally for sharing with colleagues
7. includes assistive technology
8. includes an assessment of the location/home, such as whether the patient is upstairs
11. includes information and advice around non health issues such as access to welfare benefits, housing adaptations etc
20. controlled drugs must be managed/removed in conjunction with a practitioner defined by the 1968 Medicine Act
24. could include drinking
25. part of the skill lies in knowing when to provide care and when it is better (more caring) to leave the person alone.

## EoLC Functional Analysis: Other Terminal

### Point 7 – Care After Death

This is a one-off occurrence on the pathway. Requirement for the functions is timed in minutes.

	G	E	S
<b>Care after death</b>			
A2.5.4 Assess system/organ function using specialised procedures <sup>18</sup>		25	
1.3 Communicate significant news to individuals		60	
B2.8.14 Manage stocks of medication <sup>20</sup>		30	
B2.9.2 Support individuals who are distressed			
B2.9.14 Support individuals through the process of dying <sup>3</sup>			
B2.9.10 Support individuals to prepare for and manage change		60	
B2.9.12 Support individuals to maintain their spiritual well-being		(90)	
B2.9.15 Support individuals through bereavement <sup>26</sup>			
B2.10.3 Support carers to manage their own needs			
F2.1.10 Provide expert advice <sup>12</sup>			
E2.3.4 Transport the deceased		60	
F1.2.2 Input data and information for processing <sup>1</sup>	20		
<b>TOTALS</b>	<b>20</b>	<b>235 (265)</b>	<b>0</b>

#### Notes:

1. recording information centrally for sharing with colleagues
3. includes last offices
12. includes signposting individuals to other sources of expertise
18. includes verification of an expected death
20. controlled drugs must be managed/removed in conjunction with a practitioner defined by the 1968 Medicine Act
26. additional time is allowed to support individuals through bereavement if the bereaved individual has dementia, rather than the person who has just died

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## EoLC Functional Analysis: Other Terminal

### Point 8: Enter EoL Pathway – Transition to “Do Something”

This is a one-off occurrence on the pathway. Requirement for the functions is timed in minutes.

	G	E	S
<b>Plan assessment</b>			
A2.1.2 Plan assessment and investigation into an individual's health status			90
<b>Carry out assessment</b>			
A2.2.1 Obtain information from individuals to support assessment of their health status and needs			60
A2.2.2 Obtain information from indirect sources to inform assessment of an individual's health status and needs <sup>10</sup>			
A2.8.6 Assess the need for, and provision of environmental and social support			
A2.2.3 Request investigations to provide information on an individual's health status and needs	15	10	
2.3.1 Obtain specimens non-invasively	10		
A2.3.2 Obtain specimens invasively		15	
A2.5.1 Undertake routine clinical measurements	30	20	
4.5 Contribute to the identification of the risk of danger to individuals and others <sup>19</sup>	30	30	
F1.2.2 Input data and information for processing <sup>1</sup>	20		
<b>Early management and pre-diagnosis of End of Life</b>			
1.3 Communicate significant news to individuals			360
A2.8.5 Assess an individual's needs arising from their health status			
A2.8.8 Agree courses of action following assessment			
B1.1.2 Enable individuals to make health choices and decisions regarding their own health or the health of others			
B3.9.10 Support individuals to prepare for, adapt to and manage change			
B1.2.2 Refer individuals to specialist services for treatment and care			
F1.2.2 Input data and information for processing <sup>1</sup>	30		
H4.3 Provide information and advice to individuals/carers on managing health care needs		40	40
<b>Make decision that individual is approaching End of Life</b>			
A2.7.1 Interpret and report on the findings of investigations			60
A2.10.1 Determine a diagnosis and prognosis for an individual			
F1.2.2 Input data and information for processing <sup>1</sup>	20		
<b>Receive referral</b>			
B1.2.1 Receive and direct requests for health care assistance using protocols and guidelines	30	30	
<b>Develop care plan</b>			
A2.8.7 Assess the needs of carers and families		60	
B1.1.2 Enable individuals to make health choices and decisions regarding their own health or the health of others*		60	
B1.1.3 Prepare individualised treatment plans for individuals		40	40
B1.1.4 Plan activities, interventions and treatments to achieve specified health goals <sup>2</sup>			
F1.2.2 Input data and information for processing <sup>1</sup>	20		
H4.1 Identify the learning needs of patients and carers to enable management of a defined condition		60	
H4.3 Provide information and advice to individuals/carers on managing health care needs*		40	40

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B1.2.2 Refer individuals to specialist services for treatment and care		30	
D2.2.4 Set up medical devices and equipment <sup>7</sup>		60	60
<b>TOTALS</b>	<b>205</b>	<b>495</b>	<b>750</b>

### Notes:

1. recording information centrally for sharing with colleagues
  2. describes advance care planning
  7. includes assistive technology, and in this case includes some time for teaching carers how to use the equipment
  10. includes other agencies, including social care, GPs etc
  19. includes arrangements for young children, older children with disabilities, frail partners, etc
- \* relevant to both health and social care

## EoLC Functional Analysis: Other Terminal

### Point 9: Enter EoL Pathway – Transition to “Do Something”

This is a one-off occurrence on the pathway. Requirement for the functions is timed in minutes.

	G	E	S
<b>Plan assessment</b>			
A2.1.2 Plan assessment and investigation into an individual's health status			90
<b>Carry out assessment</b>			
A2.2.1 Obtain information from individuals to support assessment of their health status and needs			60
A2.2.2 Obtain information from indirect sources to inform assessment of an individual's health status and needs <sup>10</sup>			
A2.8.6 Assess the need for, and provision of environmental and social support			
A2.2.3 Request investigations to provide information on an individual's health status and needs	15	10	
2.3.1 Obtain specimens non-invasively	10		
A2.3.2 Obtain specimens invasively		15	
A2.5.1 Undertake routine clinical measurements	30	20	
4.5 Contribute to the identification of the risk of danger to individuals and others <sup>19</sup>	30	30	
F1.2.2 Input data and information for processing <sup>1</sup>	20		
<b>Early management and pre-diagnosis of End of Life</b>			
1.3 Communicate significant news to individuals			420
A2.8.5 Assess an individual's needs arising from their health status			
A2.8.8 Agree courses of action following assessment			
B1.1.2 Enable individuals to make health choices and decisions regarding their own health or the health of others			
B3.9.10 Support individuals to prepare for, adapt to and manage change			
B1.2.2 Refer individuals to specialist services for treatment and care			
F1.2.2 Input data and information for processing <sup>1</sup>	30		
H4.3 Provide information and advice to individuals/carers on managing health care needs		40	40
<b>Make decision that individual is approaching End of Life</b>			
A2.7.1 Interpret and report on the findings of investigations			60
A2.10.1 Determine a diagnosis and prognosis for an individual			
F1.2.2 Input data and information for processing <sup>1</sup>	20		
<b>Receive referral</b>			
B1.2.1 Receive and direct requests for health care assistance using protocols and guidelines	30	30	
<b>Develop care plan</b>			
A2.8.7 Assess the needs of carers and families		60	
B1.1.2 Enable individuals to make health choices and decisions regarding their own health or the health of others*		60	
B1.1.3 Prepare individualised treatment plans for individuals		40	40
B1.1.4 Plan activities, interventions and treatments to achieve specified health goals <sup>2</sup>			
F1.2.2 Input data and information for processing <sup>1</sup>	20		
H4.1 Identify the learning needs of patients and carers to enable management of a defined condition		60	
H4.3 Provide information and advice to individuals/carers on managing		40	40



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health care needs*			
B1.2.2 Refer individuals to specialist services for treatment and care		30	
D2.2.4 Set up medical devices and equipment <sup>7</sup>		60	60
<b>TOTALS</b>	<b>205</b>	<b>495</b>	<b>810</b>

### Notes:

1. recording information centrally for sharing with colleagues
  2. describes advance care planning
  7. includes assistive technology, and in this case includes some time for teaching carers how to use the equipment
  10. includes other agencies, including social care, GPs etc
  19. includes arrangements for young children, older children with disabilities, frail partners, etc
- \* relevant to both health and social care