

ALLOCATION SUPPORT TOOL

Guidance to use tool

The Care Act requires any person carrying out a Care and Support function to;

- a) Understand and be able to carry out the processes and functions, including their own duties within these; and
- b) Possess the specific skills, knowledge and competence to work well with the person.

Use the checklists below, and then make a decision about who to allocate the work to, based on all of the available information and the skills, knowledge and competence of available workers.

What are the views and wishes of the person/carer in regard to the skills, knowledge and expertise of the practitioner?

Skills, knowledge and competence relating to communication and engagement		Skills, knowledge and competence relating to risk	
Tick		Tick	
The person is deafblind (specialist skills required under the Care Act)		There is some dispute and the worker needs to be skilled in negotiation and/or able to mediate between parties	
The person has a sight or hearing impairment that requires specialist communication skills (e.g. sign language, Braille)		There are significant risks. The person will need support to explore the risks in their situation and make a decision about how best to mitigate them	
The person does not speak English, or English is not their preferred language		The situation or environment poses risks to the worker because of drug/alcohol abuse or risk of violence	
The person finds verbal communication difficult and may require bespoke tools to support communication (e.g. Makaton, points of reference)		The situation is at or approaching crisis point and several factors may be at play. The worker will need to prioritise their approach and actions to manage any presenting risk.	
The person is able to communicate verbally or may have a sight, hearing or other impairment that requires small adaptations to communication style (e.g. large font, voice or tone adaptations)		The person is a victim of abuse and neglect, or is at risk of abuse and neglect (including self-neglect and Domestic Violence).	
Skills, knowledge and competence relating to complexity of need		Skills, knowledge and competence relating to likely Care and Support functions	
Tick		Tick	
The person has a complex health condition that the practitioner must understand well (e.g. Parkinson's Disease, Dementia, a severe learning disability)		Assessment, Care and Support Planning and/or review functions	
		Mental Capacity Assessment and/or DoLS functions	
The person has Autism (specialist skills required under the Care Act)		Safeguarding functions	
The person has fluctuating or unpredictable needs (including needs associated with drug/alcohol abuse)		Assessments and reports under the Mental Health Act (e.g. health assessment, social circumstances report for tribunal)	
The person has a multidisciplinary team and joint working will be required		Court of Protection application	
The person is subject to either an in-patient or receiving treatment in the community under a section of the Mental Health Act 1983		Continuing Healthcare Assessment	

Considering all of the above who is the most appropriate person to allocate work to:

Will they require any specific peer or management support: