

L.N. 281 of 2020**SOCIAL CARE STANDARDS AUTHORITY ACT
(CAP. 582)****Social Regulatory Standards for Community-Based and Outreach
Services Regulations, 2020**

IN EXERCISE of the powers conferred by article 30(5) of the Social Care Standards Authority Act, the Minister responsible for social welfare, has made the following regulations: -

Citation. **1.** The title of these regulations is the Social Regulatory Standards for Community-Based and Outreach Services Regulations, 2020.

Scope. **2.** These regulations shall by means of the Schedule, elevate the Social Regulatory Standards for Community-Based and Outreach Services, to the status of subsidiary legislation under the Social Care Standards Authority Act.

Interpretation. **3.** In these regulations, unless the context otherwise requires:

Cap. 582. "Act" means the Social Care Standards Authority Act;

Cap. 582. "Authority" means the Social Care Standards Authority as established by virtue of article 5 of the Social Care Standards Authority Act;

"children" means persons under the age of eighteen (18);

"community-based centre" means a facility from where community services are being offered. Support shall be given from a number of staff members and volunteers who are competent and supervised to carry out their duties in a professional manner. They work collaboratively so that community members make full use of available resources and opportunities to enhance their well-being, in line with the principles of community development;

"community-based services" means a range of support services provided to individuals, families and groups in the community who might be facing life challenges, difficulties or situations that require generic and, or specialised support interventions from social care service providers;

"community development" means the collective effort of

community members to actively influence decision making, and where possible take decisions themselves in order to promote their integral development through participative democracy. The process involves working with, rather than working for community members, to identify their strengths and needs and support them to build networks and share experiences and expertise in a spirit of respect towards other members and groups. This shall be sustained by organising, educating, empowering and mobilising individuals within communities with the aim of promoting sustainable development, economic opportunities, rights, equality and social justice;

"community members" means a group of people who either share a particular geographical space or else share common characteristics, interests, experiences or situations. The latter type is commonly referred to as "communities of interest". Community members can either be individuals who access community-based services such as social work services, or other specific services offered within a centre, who are seeking to improve their quality of life in aspects they feel they need to be assisted in, or individuals who simply wish to participate in projects, initiatives or activities within the community in general. Therefore, community members can avail themselves of community services, be active participants in community events and can also be providers of services. Their ability to lead a more independent life shall be enhanced where possible;

"competent person" means a person who has the appropriate theoretical and, or practical knowledge and, or experience which render him capable and, or authorised to undertake specific activities, in line with national legislation, standards or directives issued by the applicable authorities;

"holistic assessment" means the process by which the staff identifies the needs and aspirations of community members in relation to their health, personal, emotional, spiritual and psychological care, protection and social networking, family support and which services should be delivered to satisfy these needs and aspirations;

"independent representative" means a person who is independent from any aspect of the service and from any agency involved in the provision of service, working in the name of the person availing himself of the service or in his interests. The representative shall carry out such work after having been formally appointed to do so by the community member in whose name the said representative is acting, or as stipulated by law,

such as in the case of guardianship;

"interdisciplinary team" means a team made up of a number of professionals from a range of disciplines working collaboratively to deliver comprehensive care that addresses the needs of individuals availing themselves of the service. The team works for a common purpose, shares common goals and responsibilities and mobilises resources to fulfil its role;

"key worker" means a worker responsible for co-ordinating the individuals' action plan;

"management" means a person or persons who act on behalf of the service provider to provide leadership to staff and to oversee and control the proper functioning of the services offered to community members;

"outreach services" means services which are developed with the aim of reaching out to citizens in a community to encourage them to identify their needs, potential and any limitations. Resources are provided for community members to access services and available support networks. Outreach services are fundamental especially amongst marginalised groups, families and individuals in the community. Ultimately, the most appropriate support interventions are delivered through a number of generic and specialised services;

"performance indicator" means an active descriptor of what service providers need to do to ensure service outputs that support the quality indicators;

"personal support plan" means a document that is based on a holistic assessment of the individuals that specifies how the individuals' needs and aspirations are going to be met. It also includes the resources required to fulfill such plan. If services are required by a family as a unit, the support plan will be compiled to reflect the situation and the exigencies of all the individuals within the family;

"policies and procedures" means documents released by management that regulate how the service shall operate;

"quality indicator" means a statement that sets out the requirements to achieve compliance with a standard;

"service provider" means a person or an organisation that provides support through a range of services offered to

community members;

"specialised support services" means services that are usually required by individuals or groups who present complex needs and who might be at risk themselves or may be of risk to others. Specialised services are usually recommended when generic services or mainstream interventions prove insufficient to cater for the identified needs;

"staff" means a person engaged by the service provider, wherein one of the person's responsibilities is to provide individual and group support and care. Staff members may also assume administrative duties simultaneously with their caring roles. Staff members working in the administration of an organisation or a centre shall oversee the planning and implementation of organisational plans and actions and the enforcement of rules and procedures;

"volunteers" means persons who offer their help in a range of activities to support other people without getting remunerated financially for their work. Mutual benefits shall exist in the relationship between the volunteers and the organisation in which he is volunteering.

SCHEDULE

(Regulation 2)

Standard 1: Person - Centred Support Interventions

Standard Statement:

This statement promotes rights that ensure that service delivery shall be fair, transparent and comprehensive to be able to respond to evolving needs. A person-centred support plan shall be devised upon a holistic assessment carried out for every community member requesting services.

Quality Indicators:

1. The service provider shall safeguard the right for community members to access quality services in an easy and fair manner to reinforce community development.
2. The service provider and the community members who intend to request any service shall enter into a written agreement, which sets out the terms and conditions for receiving said service.

3. Community members shall be able to identify and discuss aspects of their life they feel they need to be assisted in and the staff shall provide the necessary support as part of a thorough planning process.

Standard 2: Rights and Empowerment of Community Members

Standard Statement:

This standard promotes rights that ensure that community members shall be guaranteed a holistic, respectful and dignified approach to care with the aim of safeguarding social justice and fundamental human rights as well as promoting their resilience and well-being.

Quality Indicators:

1. The service provider shall ensure that any information is delivered in a timely, complete and suitable manner for community members to understand, without the need for them to feel obliged to give something in return for the exchange of such information.

2. Community members shall be provided with the necessary support to exercise their rights and fulfil their responsibilities.

3. The service provider shall promote active participation of community members and encourages them to exercise their personal choices and realise their full potential.

4. The service provider shall be aware of the community members' dietary requirements and food choices, if food is provided within the community-based centre.

5. The service provider shall ensure that children are provided with suitable and age-appropriate services and are consulted to ensure that the best support is delivered.

Standard 3: Safety and Security

Standard Statement:

This standard promotes rights that ensure that the service provider shall promote systems that guarantee safety and security of all the staff and community members with the ultimate aim to enhance their experience and overall well-being.

Quality Indicators:

1. The environment from where the services shall be delivered shall be welcoming, safe, accessible and free from avoidable risks.
2. The service provider shall promote systems that ensure safeguarding the privacy of all the staff and community members availing themselves of the service.
3. The service provider shall deal effectively and in a timely manner whenever community members, or their representatives, express concern or submit a complaint.
4. The service provider shall ensure that the community members' health condition and needs are well known by the management and staff, if this might have an effect on service provision in any way.

Standard 4: Data Handling and Information Dissemination**Standard Statement:**

This standard promotes rights that ensure that the service provider shall comply with data protection measures when it comes to using, processing, retaining and disseminating confidential information pertaining to community members.

Quality Indicators:

1. The service provider shall keep a record of important documentation and other relevant information relating to the community members in line with respective laws and regulations.
2. The service provider shall ensure appropriate safe keeping and sharing of information pertaining to community members in line with respective laws and regulations.

Standard 5: Interagency Collaboration and External Relations**Standard Statement:**

This standard promotes rights that ensure that the service provider shall encourage community members to maintain significant community involvement in activities and initiatives as well as sustain meaningful relationships for them, if this does not imply any harm to the individuals, whilst ensuring collaboration with external entities to ensure effective and cohesive partnerships.

Quality Indicators:

1. The service provider shall communicate with significant persons close to the community members availing themselves of such services and retains such contact, if this does not harm the said individuals.
2. The service provider shall collaborate with third parties, including professionals and support bodies, so as to enhance the care and well-being of the community members and families availing themselves of the service, and also to improve the quality of community life.

Standard 6: Service Quality Management**Standard Statement:**

This standard promotes rights that ensure that the management and staff shall be accountable to deliver quality support and care in the most respectful and transparent manner.

Quality Indicators:

1. The service provider shall ensure professional and ethical practice that is safe and appropriate to the emerging needs of the community members availing themselves of the service.
 2. The service provider shall implement transparent recruitment and selection strategies.
 3. The service provider shall plan for the continuous development and training of its staff and the improvement in service provision.
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