

**Learning aim D:  
Investigate the roles of  
professionals and how  
they work together to  
provide the care and  
support necessary to  
meet individual needs**

# Learning Objectives

## How agencies work together to meet individual care and support needs

- To understand why agencies work together to meet individual care and support needs
- To describe the role of organisations responsible for commissioning health care services and social care services
- To explain the role of bodies responsible for integrating health and social care services.

|        |                                                                                                                                                |
|--------|------------------------------------------------------------------------------------------------------------------------------------------------|
| 5/D.D3 | Justify how organisations and professionals work together to meet individual needs while managing information and maintaining confidentiality. |
| 5/D.D4 | Evaluate how multiagency and multidisciplinary working can meet the care and support needs of specific individuals                             |
| 5/D/M5 | Assess the benefits of multi-disciplinary and multi-agency working for specific individuals with care and support needs.                       |
| 5/D.M6 | Analyse the impact of legislation and codes of practice relating to information management on multi-disciplinary working.                      |
| 5/D.P6 | Explain why meeting the needs of the individuals requires the involvement of different agencies.                                               |
| 5/D.P7 | Explain the roles and responsibilities of different members of the multidisciplinary team in meeting the needs of specific individuals         |
| 5/D.P8 | Explain the arrangements for managing information between professionals.                                                                       |

## Roles and responsibilities of key professionals on multidisciplinary teams

- **P7**, Explain the roles and responsibilities of different members of the multidisciplinary team in meeting the needs of specific individuals
- **M5**, Assess the benefits of multi-disciplinary and multi-agency working for specific individuals with care and support needs.
- **D4** Evaluate how multiagency and multidisciplinary working can meet the care and support needs of specific individuals

## D2 Roles and responsibilities of key professionals on multidisciplinary teams

### Multidisciplinary teams, members and formation

<https://www.youtube.com/watch?v=BGkI49IIA2I>

Health and Social Care Multi-Disciplinary Team Meetings  
NHS Newham Clinical Commissioning Group

What is a multidisciplinary team?

What type of things do they discuss?

Who is involved?

## D2 Roles and responsibilities of key professionals on multidisciplinary teams

Specific roles and responsibilities relating to meeting individual needs of a variety of health and care professionals in a multidisciplinary team, to include:

Before we start this section can you create a list of all of the health care professionals that you can think of? Split them up into the groups below.

|                           |                           |                         |                             |                          |
|---------------------------|---------------------------|-------------------------|-----------------------------|--------------------------|
| Health Care professionals | Social Care professionals | Education Professionals | Allied Health Professionals | Voluntary Sector workers |
|---------------------------|---------------------------|-------------------------|-----------------------------|--------------------------|

D2 Roles and responsibilities of key professionals on multidisciplinary teams  
 Specific roles and responsibilities relating to meeting individual needs of a variety of health and care professionals in a multidisciplinary team, to include:

| Health Care professionals                                                                                                          | Social Care professionals                                                                           | Education Professionals                                                                       | Allied Health Professionals                                                                                                                             | Voluntary Sector workers                                                                               |
|------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> <li>• G.P</li> <li>• Nurse</li> <li>• Clinical Psychologist</li> <li>• Paediatrician</li> </ul> | <ul style="list-style-type: none"> <li>• Social worker</li> <li>• Occupational therapist</li> </ul> | <ul style="list-style-type: none"> <li>• SENCO</li> <li>• Educational psychologist</li> </ul> | <ul style="list-style-type: none"> <li>• Speech and language therapist</li> <li>• Dieticians</li> <li>• Orthoptists</li> <li>• radiographers</li> </ul> | <ul style="list-style-type: none"> <li>• Macmillan nurses</li> <li>• Family support workers</li> </ul> |

# Multi-disciplinary teams

A multi-disciplinary team is made up of professionals from the same service who have different roles.

These professionals work together to support an individual or a family facing complex situations.

Multi-disciplinary teams are formed based on the individual's specific needs.



Think about times you have needed a doctor. Have you ever needed any of the other health professionals? How did they work together? Do you think they could have worked together better?

| Professional          | Role                                                                                                                                                                                                                                                                                                                    | Responsibilities                                                                                                                                                                                                                                                                             |
|-----------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| GP                    | <ul style="list-style-type: none"> <li>• First point of contact with NHS</li> <li>• Assess problem, make a diagnosis and decide on appropriate course of action, treatment or referral to another service, such as a hospital consultant</li> <li>• Provide a complete spectrum of care within the Community</li> </ul> | <ul style="list-style-type: none"> <li>• Maintain the health of patients through preventative care and health promotion</li> <li>• Ease difficulties of individuals with <b>chronic conditions</b></li> <li>• Help patients access specialist secondary care services when needed</li> </ul> |
| Nurse                 | <ul style="list-style-type: none"> <li>• Provide hands-on care to patients</li> <li>• Provide emotional support to patients and their families</li> </ul>                                                                                                                                                               | <ul style="list-style-type: none"> <li>• Help patients, eg by administering medicines, monitoring conditions, maintaining records, providing health promotion and other information, communicating with Doctors</li> </ul>                                                                   |
| Paediatrician         | <ul style="list-style-type: none"> <li>• Manage medical conditions affecting babies, children and young people</li> <li>• Provide health maintenance for healthy children</li> <li>• Provide medical care for child who is acutely or chronically ill</li> </ul>                                                        | <ul style="list-style-type: none"> <li>• Reduce infant and child mortality</li> <li>• Control infectious disease</li> <li>• Foster healthy lifestyles</li> <li>• Ease difficulties of children and young people with chronic conditions</li> </ul>                                           |
| Clinical psychologist | <ul style="list-style-type: none"> <li>• Reduce psychological distress</li> <li>• Enhance and promote psychological wellbeing</li> </ul>                                                                                                                                                                                | <ul style="list-style-type: none"> <li>• Use psychological methods and research to make positive changes to their clients' lives</li> <li>• Offer treatment for a variety of different mental or physical health problems</li> </ul>                                                         |





Can you think of any more voluntary sector workers?

Multidisciplinary teams may also include voluntary sector workers

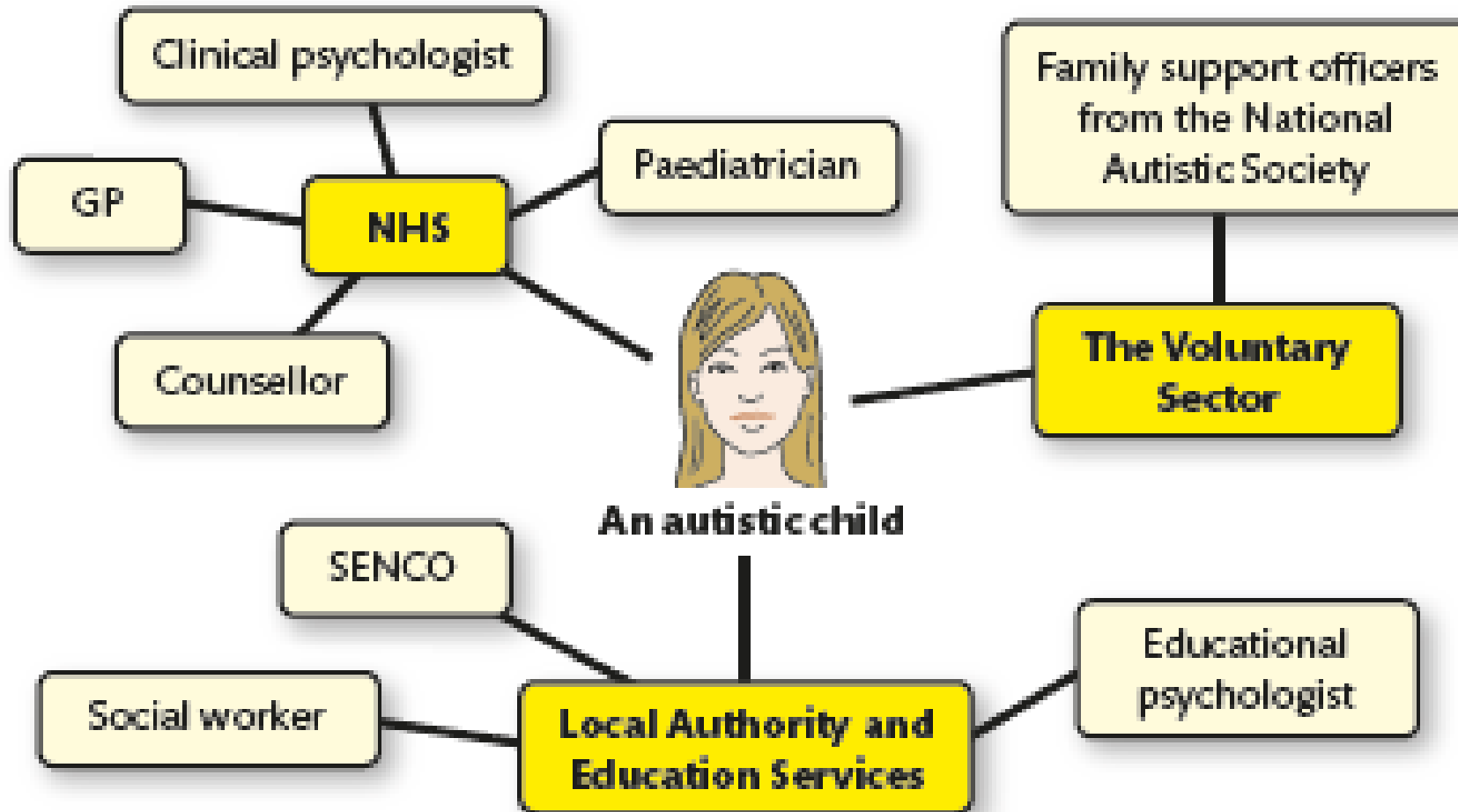
- **Macmillan nurses:** Macmillan nurses are funded by the charity Macmillan Cancer Support. They are specialist nurses who provide guidance and support to individuals with cancer, and to their families.
- **Family support worker:** a family support worker's job is to provide emotional and practical help and advice to families with short- or long-term difficulties, such as drug or alcohol addiction, marital or financial difficulties, disability, problems accessing services due to a language barrier or having a parent in hospital or prison.

# What is the difference between multi-disciplinary and multi agency teams?

- A multi-agency team is made up of professionals from different health and social care services. For example, a local authority social services department may work with a mental health organisation such as Mind (a mental health charity) to help a service user with mental health problems live in the community



# How multi-agency and multi-disciplinary teams work together to provide co-ordinated support



Counsellor

Psychiatrist

MIND

Consultant

## Care Study 1: Valerie B. aged 24 years

Valerie B. was admitted to the community hospital, following surgery for her appendix which burst before she could reach hospital.

Valerie has mental health problems which began when her parents died when she was six years old. Valerie's surgery was complicated due to her being obese. She has low self-esteem and cannot see why she needs to lose weight or change her lifestyle.

Valerie lives in flat provided by a housing association, but has been bullied by local teenagers because of her obesity.

Valerie's surgical wound is healing, but she does not want to go home because she is afraid that the bullying will start again. She is unemployed and receives Universal benefit.

Valerie has a hearing impairment but has never been assessed for any support to improve her hearing. Valerie is a vegetarian.

Nutritionist

Housing support

GP

Audiologist

Job centre

Housing support

Homeless shelter/  
Street teams

Police

## Case study 2: Billy G. aged 18 years

Billy is homeless and was admitted to the community hospital by a passing paramedic, when he had an asthma attack in the street. The city hospital did not have beds and so a place was found in the community hospital.

Billy left home following an argument with his mother's partner, which resulted in a violent fight between Billy and the man. He has been living on the streets since this incident. The weather is cold and damp which contributed to the asthma attack.

Billy has a visual impairment and finds street living difficult. He cannot clearly read road signs or find his way around the city easily. Billy has complained about stomach pains since being admitted to hospital, which could be due to him living mainly on food from rubbish bins, thrown out by local restaurants.

Billy cannot go back home from hospital, because his mother has changed the locks and has refused to visit him.

Optician

Social Worker

Counsellor

GP

NHS

# What would happen if all of these professionals and agencies did not work together?

- The benefit of working in partnership is that all the professionals are working together, communicating and planning as a team, so support is coordinated.
- Professionals can use their skills more effectively by concentrating on meeting just some of an individual's needs, rather than all of them, and focus on what they do best.
- There will also, hopefully, be no gaps in care and, because the care is planned and resources are not wasted, costs are reduced.
- However, some difficulties may also arise, such as professional animosity between agencies, poor communication, manipulation by service users, logistical problems, limited budgets and breakdown in services. It is important to have a strong leader of the team to minimise these difficulties.

Learning Aim D P7

**Explain the roles and responsibilities of different members of the multidisciplinary team in meeting the needs of specific individuals**

**Explain**

Give reasons for how or why something happens; you need to give examples.

What am I being asked to do?

Have you explained the difference between a role and a responsibility?

For a particular individual which professionals are involved in their care? Why have they not got just one professional?

Have you explain what multidisciplinary means?

Have you explain each professional that is involved with one individual and what that professionals role and responsibility is?

What else could you include here?

# Checklist for P7

D.P7 Explain the roles and responsibilities of different members of the multidisciplinary team in meeting the needs of specific individuals

| Task                                                                                                                                                                                                                     | Individual 1 | Individual 2 |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------|--------------|
| <ul style="list-style-type: none"><li>• Definition of multidisciplinary team/ multi-agency team</li></ul>                                                                                                                |              |              |
| <ul style="list-style-type: none"><li>• Agencies involved&gt;&gt; MDT members- Roles and responsibilities of each of the people involved in the individual's care. This has to be detailed and well researched</li></ul> |              |              |
| <ul style="list-style-type: none"><li>• Explain what the case studies needs are</li></ul>                                                                                                                                |              |              |
| <ul style="list-style-type: none"><li>• Explain how they meet their needs ( PIES – identified from case study) – Please explain how each MDT member would help to manage your individual's needs</li></ul>               |              |              |



Learning Aim D M5

**Assess the benefits of multidisciplinary and multi-agency working for specific individuals with care and support needs.**

**Assess**

Consider several options or arguments and weigh them up so as to come to a conclusion about their effectiveness or validity

Have you discussed the difference between multidisciplinary and multi-agency?  
What benefits are their to certain individuals with this type of approach?  
What lese do you need to include here?

What am I being asked to do?

# Checklist for M5

D.M5 Assess the benefits of multidisciplinary and multi-agency working for specific individuals with care and support needs

| Task                                                                                                                                                                                                                                                                                                                                                                                                                                                              | Individual 1 | Individual 2 |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------|--------------|
| <ul style="list-style-type: none"><li>• Explain what is meant by person centred care approach and how that will benefit case study (if relevant)</li></ul>                                                                                                                                                                                                                                                                                                        |              |              |
| <ul style="list-style-type: none"><li>• State the advantages of multidisciplinary teams and multi-agency teams working together to support the case study. – Give examples from the case study. Use the information that you have gathered from lesson tasks and assessment practice. (Holistic treatment, advice, expertise etc.) - N.B. You can combine this section for all cases studies as long as you have examples from each one.</li></ul>                |              |              |
| <ul style="list-style-type: none"><li>• State the disadvantages of working in multidisciplinary teams and multi-agency teams working together to support the case study. – give examples from the case study .Use the information that you have gathered from lesson tasks and assessment practice. ( miscommunication, difference of opinion etc.) N.B. You can combine this section for all cases studies as long as you have examples from each one.</li></ul> |              |              |
| <ul style="list-style-type: none"><li>• Which factors were more important or relevant?</li></ul>                                                                                                                                                                                                                                                                                                                                                                  |              |              |

Learning Aim D D4

**Evaluate** how **multi-agency** and **multidisciplinary** working **can meet** the **care** and **support** needs of **specific individuals**.

**EVALUATE**

Give your verdict as to what extent a statement or findings within a piece of research are true, or to what extent you agree with them. Provide evidence taken from a wide range of sources which both agree with and contradict an argument. Come to a final conclusion, basing your decision on what you judge to be the most important factors and justify how you have made your choice.

What am I being asked to do?

## D.D4 Evaluate how multi-agency and multidisciplinary working can meet the care and support needs of individuals

- You must give examples from each of the case studies for each point.
- You must refer to how working together affected the individual in relation to each point.
- Did they do it? if yes, what was the importance of their actions /if not, what should they have done and why?

| Task                                                                                                                                                                                           | Individual 1 | Individual 2 |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------|--------------|
| <ul style="list-style-type: none"><li>• The promotion of equality and independence (equal access to services that they need, being autonomous – having control over their own lives)</li></ul> |              |              |
| <ul style="list-style-type: none"><li>• Overcoming challenges (awareness and knowledge, practical , skill, acceptance and belief, motivational, communication)</li></ul>                       |              |              |
| <ul style="list-style-type: none"><li>• Balanced with overcoming ethical issues – what were the ethical issues? How did they deal with them?</li></ul>                                         |              |              |
| <ul style="list-style-type: none"><li>• Based on the evidence in the case study how successful do you think the agencies have been in meeting the needs of your individual?</li></ul>          |              |              |
| <ul style="list-style-type: none"><li>• Conclusion</li></ul>                                                                                                                                   |              |              |

Due 12-03-21