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POLICY STATEMENT

This policy summarises the procedures within Homecare D&D Ltd for carrying out a care needs assessment for a potential service user.

In cases where a potential service user is referred by a social services department, the manager must obtain a summary of the needs assessment which the department has undertaken. A Care Plan should be opened and completed with the basic details.

Sufficient information from the social services needs assessment should then be transferred to the relevant pages of the form so that the care workers who will be delivering the care do so appropriately, sensitively and without undue risk. The summary of the social services needs assessment should be filed with the agency's own form.

PROCEDURES

1. Needs assessments will only be carried out by Senior Managers, who have been appropriately trained and who are specifically authorised for this task.
2. Throughout the care needs assessment process, the staff member carrying out the assessment will communicate with and actively involve the prospective service user and any representative.
3. The Senior Manager will find out the service user's wishes and feelings and take them into account, to provide the service user with full information and suitable choices, and to enable and encourage service users to make decisions about their own care.
4. The service users themselves will be encouraged to give us the necessary information. If this is not possible, the service user's carer, relative or representative is the most likely source; in this case, if at all possible, the service user should be present when the information is being gathered and recorded as an indication that they agree that we should have access to the information and that they feel the information we are given to be true.
5. The staff member carrying out the assessment will interview the service user (and carer) in the setting in which the service will be delivered. A specific appointment will be offered with a named staff member if possible.
6. The staff member will ask to see around the areas of the premises in which a care worker would need to operate. They will then take note of anything which might be a source of risks to either the service user or the care worker, or will affect the way in which the care could be delivered.
7. Information will be recorded at the time of the interview, or as soon as possible afterwards, on the Care Plan. The staff member will be quite open about recording the information and show the prospective service user the form if requested.
8. The Care Plan records basic information about the service user. It should be completed in full.

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PHYSICAL AND MENTAL HEALTH, ABILITIES AND PREFERENECES

1. The Care Plan also records information about the service user's health and abilities. It is the task of the staff member carrying out the needs assessment to decide which items are relevant for the service that Homecare D & D Ltd is being asked to provide.
2. The form lists a range of possible items for consideration. Although we need as full a picture as possible of the needs of the service user, we do not wish to intrude on the service user's privacy more than is necessary, so staff members must use their judgement as to which items on the form have to be completed.
3. Care should be taken not to place too great a stress on disabilities. The staff member will emphasise from the outset that a care worker will work with the service user (and with the carer if applicable) and try to support the service user's independence as far as possible.
4. If there are health issues on which further medical or nursing details are required, the staff member will ask the service user or carer to obtain and pass on to us the necessary reports. Any written documentation about the service user's care needs will be appended to the form.
5. The Care Plan is also for detailing the services that Homecare D & D Ltd is being requested to supply. At this point a manager must take the formal decision that we are in a position to provide the requested services, given the details of the Care Plan.

PASSING INFORMATION TO THE ALLOCATED CARE WORKER

1. When the manager has decided that Homecare D & D Ltd will supply services, a care worker will be allocated to the case, ensuring that the carer allocated has the skills and experience to carry out the services, whilst meeting the needs of the service user.
2. The allocated worker should then be passed a copy of the Care Plan and is responsible for reading and absorbing the information before making the first visit to the service user.

EMERGENCY SERVICE PROVISION

If Homecare D & D Ltd have been requested to provide services at short notice or in a crisis, there may not be an opportunity to carry out a full assessment before starting to provide a service.

1. The central on call (out of office hours) staff and office staff will be made aware to notify senior management to authorise and give instruction for this service to go ahead in an emergency situation.
2. When emergency services are provided, the manager will complete the basic information on the Care Plan and allocate the case to a care worker who is competent to undertake an initial contact or service.
3. The manager shall make their decision on suitable care workers for this.

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4. In the course of the first visit to provide a service, the care worker must undertake the services and the Senior Manager will then complete as much of the remainder of the form as possible.
5. Within two working days, the manager will arrange for a full assessment to be carried out and the form to be completed with all relevant details for providing services over a longer term.
6. If the service is provided at the request of a social services department, the manager must ensure that the details of their assessment be passed to Homecare D & D Ltd within two working days.

CHANGES OR REVIEW OF A SERVICE USER'S CARE NEEDS

1. It is the responsibility of any care worker providing services to report to their manager any significant changes in a service user's needs and circumstances.
2. The manager will be responsible for considering whether any change in the service is required as a result of the change in the service user's needs.
3. If changes are identified, the manager will initiate a discussion with the service user, or the service user's carer or representative if appropriate and, if necessary, with the relevant social services department.
4. Whether or not any specific changes to a service user's needs and circumstances have been reported, the manager will review the appropriateness of the service provided within a year of our starting to provide services, and at least annually thereafter.

TRAINING

All staff will receive training on meeting the individual care needs of a service user through personalised Care Plans and attending mandatory training and training updates as required.