
\\CARE NEEDS ASSESSMENT POLICY

Purpose of this Document

This document summarises the procedures within MOONSTONE CARE UK for carrying out a care needs assessment for a potential service user who approaches us direct. It also outlines the procedure for recording the equivalent details for service users who are referred through a Clinical Care Commissioning Group (CCG), Hospital Discharge Team or Social Services Department Commissioning Team/brokerage. Service Users in this situation will have had a needs assessment undertaken by their nurse or care manager and MOONSTONE CARE UK. will have been provided with a summary of that assessment.

Principles of Care Needs Assessment

Needs assessments are only carried out by staff, who have been appropriately trained and who are specifically authorised for this task. Throughout the care needs assessment process, the staff member carrying out the assessment will communicate with and actively involve the prospective service user and their representative. It is particularly important to find out the service user's wishes and feelings as to what they want the outcomes of the care to be and to 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.

Sources of Information

The general expectation is that service users themselves will be able 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. If they are not present, any information we have been given about their situation should be shared with them in an appropriate format.

The staff member carrying out the assessment ideally needs to interview the service user (and family carer if any) in the setting in which the service will be delivered. A specific appointment will be offered with a named staff member. The staff member will aim to create a warm and

relaxed atmosphere for the interview, will give the prospective service user the opportunity to demonstrate his or her abilities as well as discussing his or her needs, and will use the time to observe the service user and his or her environment, as well as discussing what MOONSTONE CARE UK has to offer. The staff member should ask to see around the areas of the premises in which a care worker would need to operate and should particularly note anything which might be a source of risks to either the service user or the care worker and suggest how any hazards might be minimised.

Information will be recorded at the time of the interview, or as soon as possible afterwards, on the Assessment Form. The staff member will be quite open about recording the information and will ask the service user or their representative to sign the form. It is particularly important that the Service User agrees to the risk assessment summary and any actions they may need to take, such as co-operating with the care workers or accepting equipment in order that a safe service can be provided.

Basic Information

Basic factual information about the Service User is collected. Factual information should be completed in full.

Physical and Mental Health and Abilities

The form 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 MOONSTONE CARE UK is being asked to provide. 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 need 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.

Care will be taken to ascertain what a person can do rather than what they cannot do. The staff member should emphasise from the outset that a care worker will work with the service user (and with the carer if applicable) and try to support and ideally improve the service user's independence as far as possible. If there is Health issues on which further medical or nursing

details are required, the staff member should ask the service user or carer to obtain and pass to us the necessary reports or for permission to obtain them.

Any written documentation about the service user's care needs should be included on the form.

Services Requested

The care manager must take the formal decision that MOONSTONE CARE UK are in a position to provide the requested services, given the details of the care needs assessment.

Passing Information to the Allocated Care Worker

When the manager has decided that MOONSTONE CARE UK will supply services, a care worker or care worker team will be allocated to the case dependent on services and hours to be supplied. The allocated worker(s) will then be expected to read the assessment form and absorb the information before making their first visit to the service user. In emergency situations the care worker may not be able to read the forms until they arrive at the home for the first visit. Service Users must be advised who their allocated staff is going to be and agree when the service will commence.

Referrals from Social Services Departments

In cases where a potential service user is referred by a CCG or Social Services Department, the manager must obtain a summary of the needs assessment which the referring agency has undertaken. A care needs assessment form should be completed with the basic details. Sufficient information from the referring agency's needs assessment should then be transferred onto the form so that the care workers who will be delivering the care can do so appropriately, sensitively and without undue risk. The summary of the referring agency's needs assessment will be filed with our own forms.

Emergency Service Provision

If MOONSTONE CARE UK has 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. When emergency services are provided, the manager will complete the basic

information as far as possible and allocate the situation to an experienced care worker who is competent to undertake an initial contact assessment and do a 'walk through' risk assessment.

In the course of the first visit to provide a service, the care worker must undertake the initial contact assessment and complete as much of the remainder of the form as possible. Within two working days, the manager must 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. If the service is provided at the request of a social services department/CCG, the manager must ensure that MOONSTONE CARE UK completes our own assessment within two working days.

Changes in a Service User's Care Needs

It is the responsibility of any care worker providing service to report to their manager any significant changes in a service user's needs and circumstances. The manager is responsible for considering whether any change in the service is required as a result of the change in the service user's needs. If so, the manager should initiate a discussion with the service user, or the service user's carer or representative if appropriate and, if necessary, with the relevant referring agency.

Reviews of Care Needs

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 six months of our starting to provide services, and at least annually thereafter. In practice risk assessments are likely to be undertaken far more frequently than this, particularly if a service user has complex needs or numerous medical conditions.

Review of this Procedure

This procedure will be reviewed by the Registered Manager on an annual basis.