
Meeting the Needs of Service Users Policy

1. Policy Statement

- 1.1 The purpose of this policy is to ensure that Moonstone Care UK are able to meet the individual needs (including specialist needs) of the service users. It is not the policy of Moonstone Care UK to accept service users or care packages unless we have suitably trained and experienced workers to meet the individual service user needs. Moonstone Care UK will ensure that their staffs have the appropriate training in accordance with its training policy, and relevant regulations. Assessment of care/support needs will be undertaken by an employee who has received additional training and has been deemed competent to undertake assessments. Specialist training will be sourced and provided for those employees working with service users who have specialist or intensive needs.

2. Our Workforce

- 2.1 It is the responsibility of the management to ensure that Moonstone Care UK employs care staff in sufficient numbers and with appropriate skills to respond effectively to the needs of the service users for whom we provide services. Manager will keep under review the size and composition of Moonstone Care UK workforce and correlate this with the profile of needs presented by current and predicated service users. Where there is not a good match, necessary action on recruitment or training or in other personnel areas should be initiated.

3. Skills and Experience of Individual Care Workers

- 3.1 Moonstone Care UK wishes to provide as wide a range of skills as possible to meet the needs and preferences of service users. Line Managers therefore should keep the capabilities of each of the care workers for whom they are responsible under review. The objective should be to add the care workers' skills and experience through balanced and varied workloads, incorporating new sorts of work if possible, and through appropriate training and supervision, so that they are able to make as broad a contribution to the work of the agency as possible.

4. Matching Care Workers to Service Users

- 4.1 When Moonstone Care UK accepts a referral and agrees to provide a service, the responsible manager needs to take care that the new work is allocated to care worker who has the appropriate skills and experience to meet the needs and preferences of the new service user. This is of course subject to their workload pressures, but for every new case we should seek as good a match between the service user and the care worker as is possible.

5 Meeting the Special Needs of Individual Service Users

- 5.1 The process of matching a care worker to the specific needs and preferences of a service user becomes even more important where a service user has specific needs arising from dementia, mental health problems, sensory impairment, physical disabilities, learning disabilities or substance misuse problems, or where, our services is for intermediate care or respite care. In any of these instances, the manager responsible for café allocation must ensure that the worker allocated to the service user has the appropriate skills and

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experience and is prepared carefully for the new work. Use might be made of knowledge possessed by other care workers for briefing a work new to such a situation, and managers should use the opportunities of internal training and group supervision sessions to facilitate this sort of training.

6. Meeting the needs of Service Users from Minority Groups

- 6.1 Similar care must be take in selecting a care work to take on the care of a new service user from an ethnic, social, cultural or religious minority. Moonstone Care UK cannot and would not wish to guarantee that a service user would invariably be assisted by a care worker from the same group, but we should make use of the personal knowledge gained from a care worker's membership of a minority group where this appropriate. A care worker's ability to understand the language of choice of a service user may be particularly helpful. Where a care worker is to become responsible for the care of a member of a minority with which he or she has not previously had much experience, the care worker should be carefully briefed so as to be able to provide appropriate services with tact. Some matters such as diets, toileting procedures and religious observances may involve areas of particular sensitivity.

7. Intermediate and Respite Care

- 7.1 When Moonstone Care UK is asked to provide a short term service, or contributing to, a respite care or intermediated care services, special steps need to be taken to ensure that the allocated worker understands and is capable of responding to the particular demands and pressures of these forms of services..

8. Listening to Service users

- 7.1 Moonstone Care UK recognises its responsibility at all times to ascertain and take into account the wishes and feelings of service users. Care workers who pick up any views about the service from a service user with whom they are working should pass these on to their supervisor or line manager, who should consider the implications both for that particular service user and for the service in general. All staff should encourage and help service users to make decision about their care. We will comply with ay special local arrangements for self-assessment by service users.

9 Service Users' Right to Choice

- 9.1 Moonstone Care UK has the responsibility to provide service users with full information about services and other opportunities for choice wherever possible as follows:
- If a service user expresses a wish to change the pattern of the service they receive, for example a variation in the number, length or timing of care worker visits; this should be reported to the supervisor and immediately considered.
 - If a service user expresses a wish for a change of care worker, this should be similarly be reported and explored.
 - If we are unable to meet the needs or preferences of a newly referred service users, the manager should give consideration to advising on an alternative source of service,

either by referring the service user to the social services department or by directly suggesting another agency. If a situation arise when an existing service user develops needs or preferences that the current care worker is not able to meet, the manager or supervisor should consider whether an alternative care worker would be more suitable and to arrange for this if appropriate.

10 Encouraging Service users' Autonomy

- 10.1 All staff should take steps to ensure that the provision of our services does not undermine a service user's capacity to take decisions about their own care. Care workers should take every opportunity to stress to service users with whom they work that they retain the right to organise their own lives and that our task is to meet their requirements as best as possible. Supervisors should take a similar stance when making monitoring visits. Managers are responsible for ensuring that this position is reflected in all of Moonstone Care UK literature and communications with service users and others.