

# MOONSTONE CARE UK

## Service User Care Plan

This Care Plan must be completed by the MOONSTONE CARE UK to provide a detailed plan of how and what care services are required by a Service User. On completion, or when changes are made, a copy must be sent kept in the Service user's home address. Significant changes must be notified to the Placement Authority.

The purpose of this Care Plan is to describe how the assessed needs of the Service user will be met in practical terms whilst they are receiving domiciliary care services from MOONSTONE CARE UK

<b>Name of Service User: Mr Example</b>	
<b>Date Started: 04/04/2012</b>	<b>DOB: / /19.....</b>
<b>Service Users Details</b> Flat ,,.,.,.,, Stratford E15 .....	<b>NEXT OF KIN</b> <b>Family Details</b> Michael - Son <b>Mobile:</b>  office number <b>Tel No:</b>
<b>Comments:</b> <i>(Detail any issue/ activity arising from contact being made with Family, Friends, etc.)</i>	
<b>HEALTH NEEDS AND HEALTH PROMOTION</b> <b>Name &amp; Address of GP:</b>  Dr. Basu East End Medical Centre 61 Plashet Road, London E13 0QA 020 8470 8186	<b>Health/Dietary Considerations:</b> Mr Example has his meals in the dining area where the meals are prepared by Chadacre Court sheltered home.
<b>Medication/Aids/Appliances Details:</b>  Prescribed medication: <ul style="list-style-type: none"><li>• Quinine Sulphate</li><li>• Thiamine HCI</li><li>• Vitamins Caps</li></ul> Carers to prompt Mr Example to take medication as prescribed.  Mobilise on wheelchair	<b>Sickness/Accident Record</b> Dementia Poor Mobility Wheelchair bound Confusion - can be aggressive

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Updated Care Plan – 15/01/2016

## About Me

I am 79 years old and I live alone in a sheltered home; the staffs from the sheltered home occasionally assist me with my daily needs such as meals during the daytime. My son looks after my welfare and financial obligations and comes to visit me often. He assists me with things I cannot do independently such as shopping, and domestics. I go to a day centre three times a week. I will need assistance early in the morning on those days. I enjoy listening to the radio and socialising with my neighbours when I am at home and with others when I am at the day centre. MOONSTONE CARE UK care agency support me three times a day (morning, lunch and bed). They assist me with my personal care, light domestic tasks, laundry and my mealtimes throughout the week.

## Health

I have dementia which is an illnesses that affects the brain; this can be due to damage such as strokes. It can include symptoms that may include memory loss and difficulties with thinking, problem-solving or language. I can be confused and forgetful sometimes; along with this I may be uncooperative, when this occurs, please be patient and avoid arguing with me, it would be helpful if you talk to me and reassure me. I can also be aggressive at times, please encourage and reassure me and remain calm and be patient. I have a poor mobility; I use a wheelchair to mobilise around my home. If I do not open my door in the mornings, please go to the office and ask office staff to open the door - please do not bang on my door as this could wake up my neighbours.

## Diet

I am unable to cook and wash independently and I also require little assistance with my meal preparations. I am able to feed myself and do not have difficulty eating or swallowing. The sheltered home provides me with meals during the day, I may request to join other residents or ask for a homemade meal. I will require assistance with my breakfast as I usually have this in my home. Please ask me what I would like to eat or drink. I enjoy drinking tea and coffee.

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## SUMMARY OF CARE NEEDS

Daily Routine - all times according to the time on the weekly schedule.

This care package is single hands, Monday to Sunday and tasks are to be carried out by MOONSTONE CARE UK

### Morning – 1 ½ Hours

Identified need	Objective	Intervention
<p>1) Mr Example experiences memory loss and forgets things:</p> <ul style="list-style-type: none"><li>• Can be confused and can become aggressive and violent at times.</li><li>• Can exhibits inappropriate behaviour at times.</li></ul>	<p>Reassurance minimise anxieties and improves coping skills.</p>	<ul style="list-style-type: none"><li>a) When he is becoming aggressive remain calm and move away if necessary, be patient with him for a few moments allowing him to calm down.</li><li>b) Reassure him that he is safe and you are there to help him.</li><li>c) When he is exhibiting inappropriate behaviour ask him with a calm voice to stop and/or offer him tea or coffee so he can be distracted from that behaviour.</li><li>d) Continue with tasks when he has calm down and /or when you feel it is safe to do so.</li><li>e) If the behaviour escalates, report to MOONSTONE CARE UK Agency Office and District nurses. (Telephone numbers are in the service user's file)</li></ul>
<p>2) Prompting personal care:</p> <ul style="list-style-type: none"><li>• Strip wash or bed wash, dressing.</li></ul>	<p>Good hygiene maintenance promotes self-esteem.</p>	<ul style="list-style-type: none"><li>a) Assist with strip wash or bed wash, maintaining dignity and privacy all the time.</li><li>b) Change his pad if required or assist with toileting ensuring safety is maintained when transferring from and</li></ul>

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		<p>into wheelchair.</p> <p>c) Support Mr Example in choosing clothes to wear and assist with dressing.</p> <p>a) Put dirty laundry in washing basket (Check with his accommodation office/ Manager when laundry can be done).</p> <p>d) Make bed / change linen.</p>
<p>3) Mr Example has poor mobility and mobilises on wheelchair so he is at risk of developing pressure sores.</p>	<p>To avoid developing pressure sores and to reduce risk of getting infection.</p>	<p>a) Check pressure areas and if you notice any redness or if you have any concerns report to district nurses and MOONSTONE CARE UK Recruitment office. (Telephone numbers are in the service user's file).</p> <p>b) Check wheelchair is still fit for purpose and if there are concerns report to district nurses and MOONSTONE CARE UK Recruitment office.</p> <p>c) Ensure safety is maintained when Mr Example is transferring from and into wheelchair</p>
<p>4) Breakfast:</p> <ul style="list-style-type: none"> <li>• Mr Example is unable to prepare meals independently, he requires little assistance with meal preparations but he is able to feed himself and do not have problems with eating or swallowing.</li> <li>• He can sometimes forget to take fluids</li> </ul>	<p>To ensure Mr Example is sufficiently nourished at breakfast time.</p>	<p>a) Ask Mr Example what he would like to eat and drink.</p> <p>b) He enjoys drinking tea or coffee.</p> <p>c) Assist him with preparation of food as required.</p> <p>d) Encourage him to eat and drink sufficiently.</p> <p>e) Wash up all dirty dishes before you leave.</p>
<p>5) Medication:</p> <ul style="list-style-type: none"> <li>• Mr Example requires</li> </ul>	<p>Ensure he is taking medication at the right time and correct dosage as prescribed.</p>	<p>a) Care assistants to prompt him to take his medication and</p>

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prompting to take his medication.		record it in the medication chart (MARS) which is in the log book in his room.
6) Room environment:	Maintaining a clean and clutter free environment is vital because it promotes good health and it is also Mr Example desire.	<ul style="list-style-type: none"> <li>a) Wash up dirty dishes.</li> <li>b) Tidy up and ensure his room is clutter free.</li> <li>c) Put dirty laundry in washing basket. (Check with his accommodation office/manager when laundry can be done).</li> <li>d) Make bed / change linen.</li> <li>e) Ask him if there is anything else he would like before you leave.</li> </ul>
7) Documentation of tasks	Recording of tasks will provide evidence and reassure Mrs Khatun and family.	<ul style="list-style-type: none"> <li>a) Record clearly all tasks completed during your visit.</li> </ul>
8) Security / Front door	Ensure Mr Example is safe and secure in his home.	<ul style="list-style-type: none"> <li>a) Please make sure his front door is completely closed and secure when you leave.</li> </ul>
<b>Lunchtime – 30 minutes</b>		
<b>Identified need</b>	<b>Objective</b>	<b>Intervention</b>
<p>1) Mr Example experiences memory loss and forgets things:</p> <ul style="list-style-type: none"> <li>• Can be confused and can become aggressive and violent at times.</li> <li>• Can exhibits inappropriate behaviour at times.</li> </ul>	Reassurance minimise anxieties and improves coping skills.	<ul style="list-style-type: none"> <li>a) When he is becoming aggressive remain calm and move away if necessary, be patient with him for a few moments allowing him to calm down.</li> <li>b) Reassure him that he is safe and you are there to help him.</li> <li>c) When he is exhibiting inappropriate behaviour ask him with a calm</li> </ul>

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		<p>voice to stop and/or offer him tea or coffee so he can be distracted from that behaviour.</p> <p>d) Continue with tasks when he has calm down and /or when you feel it is safe to do so.</p> <p>e) If the behaviour escalates, report to MOONSTONE CARE UK Agency Office and District nurses. (Telephone numbers are in the service user's file).</p>
<p>f) Personal care:</p> <ul style="list-style-type: none"> <li>Addressing incontinence</li> </ul>	<p>Good hygiene maintenance promotes self-esteem.</p>	<p>a) Assist with toileting if required or change his pad maintaining dignity and privacy all the time.</p>
<p>g) Lunch:</p> <ul style="list-style-type: none"> <li>The sheltered home where Mr Example lives occasionally provides meals during the day so he may ask to join other residents in the dining area. If not he requires assistance with preparation of meal in his home.</li> </ul>	<p>Ensure Mr Example is sufficiently nourished at lunch time.</p>	<p>a) He enjoys drinking tea or coffee.</p> <p>b) Please offer him a choice of what to eat.</p> <p>c) Assist him with preparation of meal and encourage him to eat and drink sufficiently.</p>
<p>h) Room environment:</p>	<p>Maintaining a clean and clutter free environment is vital because it promotes good health and it is also Mr Example desire.</p>	<p>a) Tidy up and ensure his room is clutter free.</p> <p>b) Ask him if there is anything else he would like before you leave.</p>
<p>i) Documentation of tasks</p>	<p>Recording of tasks will provide evidence and reassure Mrs Khatun and family.</p>	<p>a) Record clearly all tasks completed during your visit.</p>
<p><b>Bedtime – 30 minutes</b></p>		
<p><b>Identified need</b></p>	<p><b>Objective</b></p>	<p><b>Intervention</b></p>
<p>1) Mr Example experiences</p>	<p>Reassurance minimise anxieties</p>	

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<p>memory loss and forgets things:</p> <ul style="list-style-type: none"> <li>• Can be confused and can become aggressive and violent at times.</li> <li>• Can exhibits inappropriate behaviour at times.</li> </ul>	<p>and improves coping skills.</p>	<p>a) When he is becoming aggressive remain calm and move away if necessary, be patient with him for a few moments allowing him to calm down.</p> <p>b) Reassure him that he is safe and you are there to help him.</p> <p>c) When he is exhibiting inappropriate behaviour ask him with a calm voice to stop and/or offer him tea or coffee so he can be distracted from that behaviour.</p> <p>d) Continue with tasks when he has calm down and/or when you feel it is safe to do so. If the behaviour escalates, report to MOONSTONE CARE UK Agency Office and District nurses. (Telephone numbers are in the service user's file)</p>
<p>2) Personal care:</p> <ul style="list-style-type: none"> <li>• Addressing incontinence</li> </ul>	<p>Good hygiene maintenance promotes self-esteem.</p>	<p>b) Assist with toileting if required or change his pad maintaining dignity and privacy all the time.</p> <p>c) Assist Mr Example in choosing and changing into night clothes.</p> <p>d) Put dirty laundry in washing basket (Check with the his accommodation office/ Manager when laundry can be done).</p>
<p>3) Evening Snack and Drink.</p>	<p>Ensure Mr Example has sufficient nourishment for the</p>	<p>a) He enjoys drinking tea or coffee.</p>

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	night.	<ul style="list-style-type: none"> <li>b) Please offer him a choice of what to eat.</li> <li>c) Assist him with preparation of meal and encourage him to eat and drink sufficiently.</li> <li>d) Ensure he has fluids is his reach.</li> <li>e) Wash up dirty dishes.</li> </ul>
4) Room environment:	Maintaining a clean and clutter free environment is vital because it promotes good health and it is also Mr Example desire.	<ul style="list-style-type: none"> <li>a) Wash up dirty dishes.</li> <li>b) Tidy up and ensure his room is clutter free.</li> <li>c) Put dirty laundry in washing basket. Make bed / change linen.</li> <li>f) Ask him if there is anything else he would like before you leave.</li> </ul>
5) Documentation of tasks	Recording of tasks will provide evidence and reassure Mrs Khatun and family.	<ul style="list-style-type: none"> <li>a) Record clearly all tasks completed during your visit.</li> </ul>
6) Security / Front door	Ensure Mr Example is safe and secure in his home.	<ul style="list-style-type: none"> <li>b) Please make sure his front door is completely closed and secure when you leave.</li> </ul>

### Notes

I can get confused sometimes and as a result of this I can be violent; during this time the carers need to be patient and reassuring and leave me for a few minutes to calm down, and once I appear to be calm the carer can continue with their tasks.

As I live in warden control accommodation the carer should ensure to visit me according to the allocated time, please do not visit me too early or too late. If you cannot gain entry to my residence, try and contact the warden control office downstairs.

When doing my laundry, please talk to the sheltered home manager and arrange a time to do this.

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### CARE NEEDS/CONTINUED

#### Likes/Dislikes:

I like listening to radio and I dislike people who interrupt me while I'm talking.

#### Self-Reliance Needs

I am able to feed myself and assist with little personal care.

I am also able to use my wheelchair independently and assist with my transfers from bed to wheelchair.

### CULTURAL, RELIGIOUS, LANGUAGE & RACIAL NEEDS

#### Religion – Catholic

Place of Worship, (*Address and contact details*)

Religious Considerations:

None

#### Language – A little bit of English & Yoruba

Arrangements for Interpretation:

None

#### Cultural & Racial – Nigerian

Considerations that need to be taken into account:

None

### PERSONAL CARE NEEDS

See care summary needs

### DOMESTIC CARE NEEDS

N/A

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