



## **CARE NEEDS ASSESSMENT PROCEDURE**

### **Respecting and Involving people who use services**

#### **Principles of Care Needs Assessment**

Needs assessments are only carried out by Supervisors or senior management who has been appropriately trained and who are specifically authorised for this task. Throughout the Care Needs Assessment process, the staff member carrying out the assessment should 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 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**

Information can be gained from:

- Service user
- Service user's family or friends
- Social Worker
- GP
- Any other relevant body involved within the person care

Information will be recorded at the time of the interview; from this a care plan will be put together including all information shared.

#### **Physical and Mental Health and Abilities**

The assessment will include, the Service users abilities both physically and mentally, this will enable EVOLVE along with the Service User and or representative to have a fuller picture as possible of the support required.

#### **Services Requested**

The assessment will list aims and tasks to be undertaken, also included will be services users choice and preferences to be incorporated wherever practicable

#### **Passing Information to the Allocated Care/Support Worker**

Once the assessment is complete, all relevant information will be shared with the assigned support staff, this is to ensure that staff attending have a full understanding of the Services User's needs and how best to meet them.

## **Referrals from Social Services Departments**

On acceptance of a referral, a "support plan" will be obtained, from this the care needs are assessed, an initial assessment planned, this is to ensure that the needs listed and current and up to date.

## **Changes in a Service User's Care Needs**

It is the responsibility of any Support 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 Social Services department. The Manager will ensure all recommendations for change can be met by the Company, including the usual Support Workers availability, and calculate any revised fee (if private funded), and agree this amount with the Service User prior to the commencement of any changes. Should a revision of the needs assessment be necessary for a Service User referred by Social Services, the Manager will carry out a further assessment, and will then alert Social Services of any change of needs. A further assessment should be carried out by Social Services, but an alteration can be agreed on the recommendation of EVOLVE's Manager.

## **Reviews of Care Needs**

**"The plan is reviewed as changes in circumstances require but at least annually with the Service User, their relatives, friends and significant professionals, or at the request of the Service User or their representative or if there has been a change in their care needs and/or circumstances of the Service User or their carer.**

**The plan is updated and agreed changes are recorded and actioned."**

EVOLVE will carry out a Review of Care Needs annually, as we believe this gives us a more defined knowledge of our Service Users and their requirements. We will monitor the care package for first six/twelve weeks of providing Service, to ensure the care is meeting the specific needs of our Service User. The Manager will ensure all recommendations for change can be met by the Company, including the usual Care/Support Workers availability, and calculate any revised fee and agree this amount with the Service user prior to the commencement of any changes. Should a revision of the needs assessment be necessary for a Service User referred by Social Services, the Manager will carry out a further assessment, and will then alert Social Services of any change of needs. A further assessment should be carried out by Social Services, but an alteration can be agreed on the recommendation of EVOLVE's Registered Manager.

## **Review of this Policy is carried out periodically**

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