

CARE NEEDS ASSESSMENT POLICY

Policy Statement

Suitable for domiciliary care settings. Note: this worked example policy is for illustrative information only.

Scope

The aim of Complete Care Agency is that every plan of care offered by the service to a service user will be based upon an accurate and full assessment of their needs that they, or people close to them, have been fully involved in.

Policy

Complete Care Agency believes that a proper needs assessment, conducted by a competent person who has been fully trained in carrying out such an assessment, is essential to both the prospective service user so that they are confident that their needs will be fully met by Complete Care Agency, and to Complete Care Agency itself so that it can be confident that it will be able to meet the needs of the service user concerned.

In this organisation a full needs assessment will be conducted before any care is offered and the plan of care will be based upon the assessment and agreed with the service user. In this way Complete Care Agency can ensure that the service provision is based upon the actual needs of the person concerned and all involved will be clear as to the exact nature of the care tasks to be performed.

In addition to needs assessment being standard good practice in the health and social care sectors, this organisation understands that the provision of safe and effective care for service users, which includes needs assessment, is a key part of compliance with the **Health and Social Care Act 2008 (Regulated Activities) Regulations 2014** and the Essential Standards of Quality and Safety, and is necessary to satisfy the registration requirements of the Care Quality Commission.

Regulation 9: Person-Centred care of the **Health and Social Care Act 2008 (Regulated Activities) Regulations 2014** (Part 3) and Outcome 4 of the Essential Standards relate to the provision of effective, safe and appropriate care, treatment and support for service users that meets their needs and protects their rights. The guidelines state that providers must ensure effective, safe and appropriate, personalised care, treatment and support through the coordinated assessment, planning and delivery of care that is centred on them as an individual and considers all aspects of their individual circumstances, and their immediate and longer-term needs.

Complete Care Agency recognises that Regulation 9 must be read in conjunction with:

- Regulation 17 and Outcome 1 which state that service providers must recognise the diversity, values and human rights of people who use their services and uphold and maintain their privacy, dignity and independence wherever possible. This includes a requirement to involve the service user at all stages of the assessment and care planning process.
- Regulation 18 and Outcome 2 which relate to gaining consent for care and treatment.

No new service user will be offered care by Complete Care Agency without a full needs and risk assessment being completed which enables Complete Care Agency to fully understand and identify the needs of the prospective service user and to judge whether or not Complete Care Agency has the appropriate services, facilities, philosophies and staff skills to meet those needs.

Staff conducting the initial needs assessment must ensure that risk assessments balance safety and effectiveness with the right of the person who uses the service to make their own informed choices and decisions, taking account of their capacity to make those choices and their right to take informed risks.

Staff conducting the initial needs assessment must recognise the diversity, values and human rights of people who use our services and uphold and maintain their privacy, dignity and independence wherever possible, including during the needs assessment and care planning process where the service users should be fully involved at all stages.

Whenever a prospective service user is referred to Complete Care Agency by a health or social care agency we will try to obtain, as promptly as possible, a summary of the care management needs assessment and a copy of any existing care plan. Any further needs assessment conducted by Complete Care Agency will attempt to build on this assessment and every attempt will be made to avoid or minimize any unnecessary duplication.

Staff conducting the initial needs assessment will be expected to go to great lengths to ensure that the needs assessment is a positive and supportive process for the prospective service user and will ensure that questions are asked in an appropriate, sensitive and respectful way, especially where they involve personal information.

The response to questions will be recorded on a needs assessment form. All information given during the assessment will be treated as strictly confidential and the form will be securely stored.

Throughout the assessment process Complete Care Agency will involve the prospective service user as fully as possible and encourage them to ask questions and check for clarification.

Where appropriate, and only with the permission of the prospective service user, where they are able to give it, Complete Care Agency will involve in the assessment carers, relatives or representatives as appropriate, and will seek as far as possible to take into account their views, needs and wishes.

The assessment process will be carried out only by appropriately trained and qualified members of staff. The communication needs of the prospective service user will be taken into account and every effort made to ensure that they are put at their ease and communicated with effectively and in a way that they can understand.

If Complete Care Agency believes that the person being assessed may lack the capacity to make their own decisions and where there are no relatives, or other legal representatives, then arrangements will be made for an external advocate to be involved.

The assessment will be organised at a time and place that is mutually convenient.

The needs assessment will be conducted in a systematic and organised way in order to gain sufficient information to ensure that the assessor gains a full picture of the prospective service users needs, capabilities and wishes.

The needs assessment will include questions about any special needs that a prospective service user may have and in such cases Complete Care Agency may need to refer to expert advice from other healthcare professionals involved in their care. This will always be done with the full knowledge, co-operation and permission of the prospective service user.

As soon as possible after the needs assessment Complete Care Agency will communicate with the prospective service user, or their representative, and state whether or not Complete Care Agency feels it can meet their needs and offer an appropriate service. An individualised plan of care will then be agreed. Every effort will be made to reduce duplication in this process and the new service user will be fully involved at every step.

If during the course of an assessment Complete Care Agency decides it would not be able to meet a prospective service user's needs then the person responsible for the assessment should communicate with the person, or their representative, as soon as possible and inform them of the situation.

Where appropriate the initial home care assessment will include a risk assessment addressing the safety needs of the Health Care Assistants & Support Workers to be placed in the home. This may cover aspects such as security, fire safety, manual handling and safety from slips, trips and falls. Where help with cooking, eating or drinking is included the risk assessment will also cover kitchen hygiene.

Person specific care plans and risk assessments will be put in place in order to safeguard the wellbeing and health of service user and staff. Where needs are identified as complex there will be specific needs around training and competency. Each plan of care is individualized and the information contained will be what is necessary for the service user to have to ensure the care they receives is what they want, need and it is safe for them and the staff supporting the service user.

All personal information held on record about a service user will be treated confidentially and kept in a secure place. The service user can ask for access to details of information held on record, including computer records, and this will be facilitated.

The needs assessment will be reviewed at 2 weeks and 12 weeks initially. Then no less than annually. A review can be triggered by service users requesting one, staff advising of changing need or following feedback form other professionals.

Management Duties

Managers and supervisors have a duty to:-

- Ensure that this policy has been read and understood by all Health Care Assistants & Support Workers and Locality Coordinators and that it is operated throughout Complete Care Agency as part of everyday practice at all times.
- Ensure that all private service users and relatives are given a quote and contract so that and fees are transparent and agreed upon.
- Investigate any complaints, adverse events or incidents relating to service user needs assessment, and to review relevant incident reports, looking out for any trends or patterns that may indicate that improvement action needs to be taken.
- Communicate this policy to employees, agency staff, volunteers and relevant others, including, where appropriate, other agencies and organisations.
- Provide training and guidance as appropriate and to ensure the attendance of staff, including training on induction and management courses covering needs assessment and personalised care.

Staff Duties

Health Care Assistants & Support Workers have a duty to:

- Report any issues or problems related to needs assessment, particularly any potential hazards or risks.
- Respect service users' privacy, dignity and human rights at all times, and treat service users with sensitivity, respect and thoughtfulness.
- Wherever possible support service users' independence
- Comply with and implement Complete Care Agency 's policies and procedures
- Act within the limits of their training at all times.

Applicability

This policy applies to all staff and volunteers without exception. All staff have responsibility for ensuring that new and prospective service users are made to feel welcome and comfortable during their needs assessment and are treated with respect, dignity and sensitivity.

Review of this Policy

Date: 27th January 2017

Review Date: 27th January 2020

Complete Care Agency