

Heritage Care at Home Ltd

Care Needs Assessment Policy

Policy reviewed and valid from: 01/01/20

Policy

Heritage Care at Home Ltd obtains from the local authority, or the local health or primary care trust a detailed needs assessment in order that a Customer Care Plan can be drawn up. For individual Customer's who are self-funding, Heritage Care at Home Ltd will carry out a care needs assessment, prior to the provision of a domiciliary care service (or within 2 working days in exceptional circumstances) by a Manager or other senior staff member who are competent and trained in such procedures.

Procedure

The care needs assessment for individual Customers has a number of elements:

1. Important information about the Customer
2. Needs assessment
3. Customer's risk assessment

To be completed by a senior staff member. These forms are used throughout the care planning and delivery process, and are kept as part of the Customer's records in Heritage care at Home Ltd's office. As they contain Customer data, these records come under umbrella of the Data Protection Act and must be protected at all times from wrongful or inappropriate disclosure. Copies of all forms completed by Heritage Care at Home Ltd should also be kept in the home of the Customer. If the Customer prefers NOT to have a copy of these forms, a statement to that effect, signed by the Customer, is held at the office.

Customer Details

This document is designed to collate important information about a Customer, such as Personal details, information, name of emergency contact/next of kin, main family carer: GP; Dentist etc. Important additional information about the Customer care must be provided in a fashion which allows for the Customer's own wishes and preferences to be expressed and, where appropriate, followed. This form collates information, for example, on issues such as communication, entering the Customer's premises, any sensory impairments etc. This information allows Heritage Care at Home Ltd to design a Customer Care Plan which takes these matters into account, allowing for greater autonomy and independence together with input from the Customer.

Needs Assessment

Where an assessment is not performed by a third party (Local Authority, PCT, and Health Trust etc.) this is the key part of the process, and this form invites an initial discussion between the Customer and the needs assessor on matters such as the Customer's own assessment of their physical and mental health, disabilities or impairments, and the Customer's own ideas about the support they need, how it should be delivered, when, etc. The form goes on to discuss a variety of tasks associated with daily living, such as dressing, personal hygiene, food and drink, housekeeping, leisure etc

Customer's Risk Assessment

This last part of the four-part set discusses mainly health and safety issues relating to the Customer (as opposed, for example to health and safety issues relating to the Customer's home, electrical equipment, hazardous substances etc, which are dealt with separately), and examines slips, trips and falls, aspects of the Customer's chosen lifestyle which might present hazards, the potential for abuse or exploitation, risks to others, administration of medicines, manual handling and transfer etc.