

# Heritage Care at Home Ltd

## Customer Care Planning Policy

Policy reviewed and valid from: 01/01/20



### Purpose

For Heritage Care at Home Ltd to comply with best practice and regulations.

### Scope

Care Planning for all Customers'

### Policy

Customer care planning will be carried out during all stages as a full working partnership between the Customer, their formal Carer or advocate when this is appropriate. It will focus on the objectives of maintaining the physical, mental and social wellbeing and the personal and oral hygiene of the customer whilst supporting and developing their capacity for self care. Reviews and initial assessments will take place in the Customer's own space.

### General

Throughout this document where the phrase 'Customer' is used it can be substituted by 'responsible family member' or 'advocate' if the Customer is unable or unwilling to participate in the process being defined. The substitute must be competent and willing to act on behalf of the Customer in the Care Planning process.

### Service Start Assessment

Before an assessment takes place appropriate arrangements are made (usually by telephone) to visit and to discuss Care plan needs. The assessment will be carried out by a staff member from Heritage Care at Home Ltd who is competent in the assessment of Customer needs. Information about Heritage Care at Home Ltd and the services they provide will be given to Customer.

The objective of the assessment is to ascertain whether Heritage Care at Home Ltd will be able to provide the care and support to the prospective Customer which will meet their personal care needs and also social and safety needs. The Heritage Care at Home assessment will identify any specialist needs or risks. The assessment will be prioritised to meet the personal and safety needs of the Customer. Any risks identified will be individually assessed and an appropriate written risk assessment will be completed. Any specialist equipment needed will be in place before start of service for the health and safety of Customer and for the staff at Heritage Care at Home Ltd.

The assessment will include:

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| <ul style="list-style-type: none"><li>• Risk from accommodation;</li><li>• Personal care needs;</li><li>• Mental capacity status;</li><li>• Mental health needs;</li><li>• Skin integrity;</li><li>• General;</li><li>• Moving and handling</li></ul> | <ul style="list-style-type: none"><li>• Falls;</li><li>• Medication;</li><li>• Social needs;</li><li>• Waterlow chart;</li><li>• Any other risks or needs specific to the Customer.</li></ul> |
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The individual Care Plan will then be written to support the risks and objectives within their accommodation, care support and needs according to the personal requirements, The involvement of the Customer in the process, the choices offered and the responses must all be recorded.

## **Care Plan**

Customers will have the Care Planning purpose and process explained to them and informed that they have the right to ask for a Care Plan review at any time. All Heritage Care at Home Ltd Customers will have an individual and personalised Care Plan which will be designed to support their personal requirements and desired outcomes. All Heritage Care at Home Ltd Customers or their personal representatives will be encouraged to be fully involved in the design of their Care Plan.

Care Plans should include care instructions and reflect the policies and procedures of the agency. They must include any elements of care and support to meet the equality and diversity needs of the individual Customer; these needs include taking into consideration and not discriminating against Customers for their age, disability, gender, gender re-assignment, race, religion & beliefs and sexual orientation. The Care Plan must be clear and understandable by the Customer and their signature should be held on the Care Plan documents as evidence that they understand and agree with the contents. When a Customer does not wish to or cannot sign this decision must be recorded in the Care Plan and an alternative signature from a family member or advocate will be recorded on a different signature sheet. Customer consent to care and support must be obtained before Care Plan is implemented. Care Plans are developed only by Heritage Care at Home staff that are competent in Care Planning.