

Policy Number: 1.2

Policy Title:

REVIEWING THE CARE SERVICE DELIVERED TO A SERVICE USER IN THEIR OWN HOME

THE PURPOSE OF THIS POLICY:

To explain the policy that the employment business follows on reviewing the standard and effectiveness of the care service that it provides.

POLICY CONTENT:

IN ORDER TO GIVE AND MAINTAIN A HIGH LEVEL OF CARE SERVICE, THE EMPLOYMENT BUSINESS HAS INSTITUTED THE FOLLOWING PROCEDURES:

Initial steps	<p>Before the care review process can be started, the following must be completed:</p> <ul style="list-style-type: none"> • Assessment of the service users needs and the care environment • Agreement with the service user and/or other interested parties on a detailed care plan <p>The preparation of a service user file, in which all records relating to the care of the service user will be kept. This file will include at least the following:</p> <ul style="list-style-type: none"> • Service user details • All information to date, such as the assessment and the care plan. • Details of the service hours • Details of the agency workers allocated to the client • The daily report sheets. This sheet will be updated daily with full details of all tasks and events relating to the care of the service user. This report sheet will also be used to note observations, make comments and make occasional reports on the apparent health of the service user.
Site visit	<ul style="list-style-type: none"> • Record of induction and training if required for temporary workers. • An appropriate representative of the employment service will visit the care site to establish if the care delivered is in accordance with the care plan. If any deviations are found, or if there are areas that require special attention or improvement, this will be made known to the temporary workers and service user or representative.

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CONTINUED FROM PAGE 1

IN ORDER TO GIVE AND MAINTAIN A HIGH LEVEL OF CARE SERVICE, A24GROUP HAS INSTITUTED THE FOLLOWING PROCEDURES:

Change of plan	<ul style="list-style-type: none">• The Employment Business will inform our service users that any changes made to the original care plan constitutes a change of their contract with us. This will be dealt with in terms of the contract review procedures that were followed when the initial agreement was compiled.
Daily reports	<ul style="list-style-type: none">• After the initial inspection the content of the daily report sheets will be closely followed by appropriate supervisors. All indications that the care plan may need adjustment will be followed up and the appropriate changes effected immediately.• All changes to a care plan will be fully documented and duly authorised by appropriately experienced and qualified professionals.
Reviews	<p>The employment business will furthermore review the care and documentation as follows:</p> <ul style="list-style-type: none">• All daily reports will be reviewed as a whole on a weekly basis• A weekly report will be drawn up and sent to the care supervisor or appropriate person
Further steps	<p>The Employment Business tries to enhance the control of the care situation even more by implementing the following:</p> <ul style="list-style-type: none">• impromptu site visits and telephone calls to the client• Completion of feedback questionnaires in the presence of the client. The employment business strives to do this at least once a month with every client. These questionnaires are scrutinised by our homecare management teams.• All matters requiring action will be incorporated into the employment businesses regular management review meetings until they have been satisfactorily actioned.• The employment business offers further questionnaires to the client's family members and relatives, and these questionnaires are actioned and reviewed in exactly the same way as the client questionnaires.

END OF POLICY