

Policy Statement

This policy outlines how TruComfort Homecare conducts care needs assessments for individuals seeking our services. Where a referral is received via a local authority or social services department, the manager will obtain a summary of the existing assessment. A Care Plan will then be created using this information.

Relevant details from the social services assessment will be transferred to TruComfort's care documentation & entered in StaffPlan system. This ensures care staff are equipped with the necessary information to provide support in a safe, respectful, and effective manner. The original social services assessment will also be kept on file for reference.

Procedures

1. Only trained and authorised Senior Managers will carry out care needs assessments.
2. The assessment process will be collaborative, involving the prospective service user and their chosen representative where appropriate.
3. The assessing manager will listen to the individual's views, provide them with information, explain their care options, and support them in making informed choices about their care.
4. Whenever possible, the service user will provide their own information. If they cannot, a carer or relative may assist, but the service user should ideally be present and give consent.
5. Assessments will be carried out in the setting where care is to be delivered. A member of staff will be assigned with a suitable appointment arranged.
6. The staff member will inspect all relevant areas of the home and note any potential risks that may impact care delivery or safety.
7. Information will be recorded during or shortly after the visit and added to the Care Plan, which remains open and transparent to the service user.
8. The Care Plan will be completed in full with personal, medical, and care-related details.

Health, Abilities, and Personal Preferences

1. The Care Plan will include relevant information about the service user's health, mobility, preferences, and independence levels.
2. While it's important to have a full understanding of the individual's needs, we will only collect information that is necessary and appropriate, respecting the person's privacy.
3. The focus will be on supporting independence rather than emphasising limitations or disabilities.
4. If further clinical or nursing input is required, the service user or their representative will be asked to obtain and share relevant reports.
5. Once the assessment is complete, a manager will determine whether TruComfort can meet the service requirements outlined.

Providing Information to Care Workers

1. Once services are approved and a suitable care worker is assigned based on the service user's needs and the care worker's skills.
2. The care worker will receive a copy of the Care Plan and must review it thoroughly before their first visit.

Emergency Care Provision

In urgent or short-notice situations where a full assessment is not immediately possible:

1. The on-call team will inform senior management, who will decide whether emergency service can proceed.
2. The manager will complete the basic Care Plan and assign a capable care worker.
3. The care worker will provide initial support, and the Senior Manager will complete the remaining assessment details as soon as possible.
4. A full formal assessment will follow promptly to ensure continued, appropriate care.
5. If the referral is from social services, the manager will request that their assessment summary is shared with TruComfort within two working days.

Reviewing and Updating Care Needs

1. Any care worker who notices a significant change in a service user's condition or circumstances must report it to their manager.
2. The manager will evaluate whether the care package needs adjustment and initiate any necessary changes.
3. This may involve discussing updates with the service user, their representative, or relevant external professionals.
4. Regardless of reported changes, the manager will formally review the Care Plan within the first year of starting services, and at least annually thereafter.

Training

All staff will receive training in person-centred care planning, including how to assess and respond to individual needs. Mandatory training and updates will be provided regularly to ensure that all care staff are confident and competent in delivering personalised support.