



Review Sheet



Last Reviewed
23 Sep '20



Last Amended
23 Sep '20



Next Planned Review in 12 months, or sooner as required.

Business impact



Changes are important, but urgent implementation is not required, incorporate into your existing workflow.

Reason for this review

Scheduled review

Were changes made?

Yes

Summary:

This policy details the approach of reviewing a customer's service needs through regular review of the care plan and the service as a whole. A quality review form is also available to utilise. It has been reviewed with some content changes and a further key fact added that staff should familiarise themselves with. References have been updated to ensure that they remain current. The reference number of this policy has changed. Previously it was QQ16.

Relevant legislation:

- The Care Act 2014
- Equality Act 2010
- The Health and Social Care Act 2008 (Regulated Activities) Regulations 2014
- Human Rights Act 1998
- Mental Capacity Act 2005
- Mental Capacity Act Code of Practice

Underpinning knowledge - What have we used to ensure that the policy is current:

- Author: Department of Health, (2018), *The Adult Social Care Outcomes Framework 2018/19*. [Online] Available from: https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/471929/2018-19-2.pdf [Accessed: 23/9/2020]
- Author: National Institute for Health and Care Excellence, (2015), *Home care: delivering personal care and practical support to older people living in their own homes*. [Online] Available from: <https://www.nice.org.uk/guidance/ng21/resources/home-care-delivering-personal-care-and-practical-support-to-older-people-living-in-their-own-homes-1837326858181> [Accessed: 23/9/2020]
- Author: National Institute for Health and Care Excellence, (2017), *Managing medicines for adults receiving social care in the community - NICE guideline [NG67]*. [Online] Available from: <https://www.nice.org.uk/guidance/ng67> [Accessed: 23/9/2020]
- Author: NICE, (2018), *Decision-making and mental capacity - Guidelines NG108*. [Online] Available from: <https://www.nice.org.uk/guidance/ng108> [Accessed: 23/9/2020]

Suggested action:

- Encourage sharing the policy through the use of the QCS App
- Ensure relevant staff are aware of the content of the whole policy

Equality Impact Assessment:

QCS have undertaken an equality analysis during the review of this policy. This statement is a written record that demonstrates that we have shown due regard to the need to eliminate unlawful discrimination, advance equality of opportunity and foster good relations with respect to the characteristics protected by equality law.



1. Purpose

1.1 To ensure that Service Users receive person-centred care and treatment that is appropriate, meets their needs and reflects their personal preferences, whatever they might be.

1.2 To ensure that a review of the Service User's care and support is undertaken with the Service User in their home.

1.3 To support Inspiring Aspirations Plus Ltd T/A Inspiring Support in meeting the following Key Lines of Enquiry:

Key Question	Key Lines of Enquiry
RESPONSIVE	R1: How do people receive personalised care that is responsive to their needs?
RESPONSIVE	R2: How are people's concerns and complaints listened and responded to and used to improve the quality of care?
SAFE	S2: How are risks to people assessed and their safety monitored and managed so they are supported to stay safe and their freedom is respected?

1.4 To meet the legal requirements of the regulated activities that {Inspiring Aspirations Plus Ltd T/A Inspiring Support} is registered to provide:

- | The Care Act 2014
- | Equality Act 2010
- | The Health and Social Care Act 2008 (Regulated Activities) Regulations 2014
- | Human Rights Act 1998
- | Mental Capacity Act 2005
- | Mental Capacity Act Code of Practice



2. Scope

2.1 The following roles may be affected by this policy:

- | All staff

2.2 The following Service Users may be affected by this policy:

- | Service Users

2.3 The following stakeholders may be affected by this policy:

- | Family
- | Advocates
- | Representatives
- | Commissioners
- | External health professionals
- | Local Authority
- | NHS



3. Objectives

3.1 To ensure that Service Users, their family and those who care for them are involved in the planning and delivery of their care and support.

3.2 To ensure that the needs, wishes and expectations of the Service User are met as far as possible, maximising the independence and enabling the Service User to achieve their agreed outcomes.



4. Policy

4.1 Inspiring Aspirations Plus Ltd T/A Inspiring Support is committed to providing the highest possible quality care and support to the people who use our services, the organisations who purchase services on their behalf, and all other customers and stakeholders.

4.2 Inspiring Aspirations Plus Ltd T/A Inspiring Support recognises that the extent to which Service Users feel in control of their daily lives is the key indicator of the personalisation of care.

4.3 Inspiring Aspirations Plus Ltd T/A Inspiring Support will undertake an initial review of the Care Plan within 6 weeks of the service starting, then review regularly when circumstances change or as a minimum, on an annual basis.

4.4 Inspiring Aspirations Plus Ltd T/A Inspiring Support will ensure that Service Users who have been assessed as lacking mental capacity are supported to participate, with the involvement of their carers or others who act on their behalf, in a review of their needs and preferences when their circumstances change and during regular service reviews. A review of the Care Plan will take place after 6 weeks of starting the service.

4.5 We use a range of information and tools to ensure continuous improvement and ensure that Service Users are at the heart of service delivery.

4.6 Service User feedback is an important part of our quality system and we use the information from regular Service User reviews to make sure that our Service Users are getting the right care, at the right time, delivered by the right people.



5. Procedure

5.1 Inspiring Aspirations Plus Ltd T/A Inspiring Support will nominate a competent individual to assess, implement and evaluate every Service User Care Plan, which will reflect the needs and circumstances of the Service User.

5.2 The Service User will be contacted prior to the review to agree a date and time. The Service User will be asked if they wish for anyone else to attend the review. A record will be made of their response. Where a Service User lacks capacity their representative or advocate will be contacted and a date and time agreed for the review.

5.3 Once the Care Plan has been agreed and care has started, a review of the service will be undertaken after 6 weeks to ensure that the care is being provided as planned and that the Service User's needs, expectations and wishes are being met as far as possible. This will be undertaken in the Service User's home with the Service User and where required, their representative.

5.4 Where support is required with Medication Administration, a review of the support provided and record keeping will be undertaken at 6 weeks. Medication Administration Records (MARs) will be audited regularly in line with the medication policies and procedures at Inspiring Aspirations Plus Ltd T/A Inspiring Support. The medication review will take place when there are:

- | Changes to a Service User's medicines regimen
- | A concern is raised
- | A hospital admission
- | A life event, such as a bereavement

5.5 Once the 6 week review has been completed, the Care Plan will be reviewed as required, however there will be at least an annual review with the Service User, and with the Service User's consent, family and other relevant members of the multidisciplinary team.

5.6 Where there are any changes in circumstances, such as an increase in Support needs following hospitalisation, accident, incident or near miss, a review of the Care Plan will be undertaken.

5.7 Service User reviews form part of the quality processes at Inspiring Aspirations Plus Ltd T/A Inspiring Support, and their feedback, as well as feedback from their family or stakeholders, will be used to create an action plan, if required.

The Service User will be informed of any changes and the Care Plan amended, as required. Other members of the multidisciplinary team will be involved, where necessary. Inspiring Aspirations Plus Ltd T/A Inspiring Support will also communicate with staff working with the Service User of any changes to their Care Plan.



6. Definitions

6.1 Personalisation

- | A social care approach described by the Department of Health as meaning that “every person who receives support, whether provided by statutory services or funded by themselves, will have choice and control over the shape of that support in all care settings”

6.2 Stakeholder

- | Key stakeholders are interested people and groups who we engage with day-to-day



Key Facts - Professionals

Professionals providing this service should be aware of the following:

- | Service User's Care Plans will be reviewed 6 weeks after the service starts
- | Consent is required from the Service User to involve family and others in the review
- | People who have been assessed as lacking capacity will have someone to advocate on their behalf and a best interest decision will be considered



Key Facts - People affected by the service

People affected by this service should be aware of the following:

- | Inspiring Aspirations Plus Ltd T/A Inspiring Support will agree in advance a date and time to undertake a review of your care and support
- | You will have information on how to contact the branch during office hours and out of office hours
- | You can request a review of your Care Plan at any time, to ensure it meets your current needs



Further Reading

There is no further reading for this policy, but we recommend the 'underpinning knowledge' section of the review sheet to increase your knowledge and understanding.



Outstanding Practice

To be 'outstanding' in this policy area you could provide evidence that:

- | There are effective and robust quality monitoring systems in place to review and monitor the quality of the service provided
- | The wide understanding of the policy is enabled by proactive use of the QCS App
- | Care records of Service Users showed that staff had taken time to gather the outcomes and goals that people wanted to achieve, e.g. to remain living in their own home. These were then taken into consideration when planning all aspects of their care
- | Care reviews take place to make sure that people's care and support plans are up to date and that they meet people's current needs



Forms

The following forms are included as part of this policy:

Title of form	When would the form be used?	Created by
Quality Review Form - QQ80	When a service review is required.	QCS

Name of Service User:	
Address:	
Name of Person completing the Form and Job Title:	
Branch Name:	
Date of Review:	

This review should be conducted 6 weeks after the start of the service with the Service User and then repeated no less than annually.

For each question, select one statement that matches the views of the Service User

Questions		Never	Rarely	Mostly	Always
					
1	I receive good quality care and support.				
2	My Support Worker(s) arrive on time.				
3	I have the same Support Workers visit me that I know.				
4	When new Support Worker(s) visit they always show me their ID badge and say which company they work for.				
5	My Support Worker(s) are neat and presentable.				
6	My Support Workers say 'Hello' to me and tell me their name.				
7	My Support Worker(s) are reliable.				
8	My Support Worker(s) stay the time expected.				
9	My Support Worker (s) have enough time to help me.				
10	My Support Worker(s) are not rushed and never leave early.				
11	My Support Worker(s) talk to me.				
12	My Support Worker(s) do everything they can for me.				
13	My Support Worker(s) are well trained and knowledgeable.				
14	My Support Worker(s) listen to me.				
15	My Support Worker(s) make me feel safe.				
16	My Support Worker looks after my property and makes sure my home is secure.				
17	My Support Worker understands my dietary needs.				
18	I am happy with my care and support plan.				

Questions		Never	Rarely	Mostly	Always
					
Branch Feedback					
19	The branch staff are polite and helpful when I contact them.				
20	If I raise a complaint or concern, I know it will be put right.				
21	If I contact the branch out of office hours, I know my call will be answered.				
22	If I contact the branch and they say they will call me back, they do call me.				
What do I like about my service that I receive?					
What do I think needs to be improved?					
Would you recommend our services to your friends and family if they needed care and support? Tick (x) which one applies.		Yes		No	
What actions will the branch take (Please bullet point):					