A4 Assessment of Change in Need

Extra Care Housing Servce	Support at Home Service	OA Day Services	Residential Services	DMH Day Services	DMH Supported Living Services	Community Equipment Services	Shared Lives Service
✓	X	✓	✓	✓	✓	X	X

Policy

To ensure staff are fully aware how to change an assessment of need for a person who uses our service.

Procedure

1. Any deterioration or a change with the person who uses our service has been identified this must be discussed with the most appropriate senior with reference to daily records/communication records and the daily diary.

2. If appropriate health care professionals e.g. G.P, District Nurse, OT etc should be contacted for guidance and advice.

3. Informal discussions with the person using the service, family member, other carer and Social Worker (if applicable) to be held where appropriate to try and resolve any issues. All discussions must be documented.

4. If the issues remain unresolved the manager/supervisor must ensure that the social worker is contacted to arrange a review meeting. If the person using the service no longer has a current social worker, customer services at Adult Social Care must be contacted to log the request for a new referral and to arrange a review meeting.

5. The following people, need to be invited to the review meeting: person using the service, family, carer, advocate, manager/supervisor, link worker, and Health care professionals as appropriate may also be invited to attend.

6. During the review meeting the following will need to be considered:
   - What the concerns are?
   - What evidence there is?
   - Any alternative options already tried.

7. Minutes of this meeting must be documented. Should the outcome of the review indicate termination of the service, the social worker will provide relevant documentation with the agreed termination date. For those services who use IAS this will all need to be recorded on IAS.

8. Whatever the outcome the person-centred care / support plans must be updated. Changes must be effectively and clearly communicated to the staff teams supporting the individual.