

Core Module Manual

Full Care Lifetime

CARE ASSESSMENT AND REVIEW POLICY AND PROCEDURE

The purpose of this policy and procedure is to ensure a process that enables the organisation to provide a comprehensive and holistic assessment of each participant, taking into account their current individual needs and circumstances and to negotiate with the participant agreed strategies based on their assessment.

POLICY

The policy ensures Full Care Lifetime's operations are in line with all regulatory requirements.

Full Care Lifetime will work closely with participants when developing strength-based individualised Care Plan which will incorporate participant's needs and preferences (Aged care participants).

Full Care Lifetime will work with participant's families, carers and/or representative and other stakeholders during the planning and assessment and review process (Aged care participants).

PROCEDURES

- Full Care Lifetime will discuss participants' rights and responsibilities with participant during assessments, reassessment activities. Full Care Lifetime will confirm participants' understanding verbally, using an interpreter or representative where required.
- We will provide participants with information on how participants can access a representative who can assist with access to service.
- Interpreting and translation services can be accessed if required.
- We will conduct comprehensive assessment in collaboration with the participant and/or their representative and document the assessment outcomes
- We will consult with medical practitioners and allied health professionals when required
- Assessment will take into consideration available information such as NDIS Plan, ACAS assessments and other existing plans
- Participants will be provided with Home Care Agreement/Service Agreement which will consist of Care Plan and Individualised Budget.
- The individualised Care Plan will comprehensively reflect the needs of the individual participant.
- Full Care Lifetime requires participant and/or authorised representatives to sign the Home Care Agreement/Service Agreement to show they understand and agree to the care and services to be provided
- If participant cannot sign the Home Care Agreement/Service Agreement because of any physical incapacity an authorised representative may sign the agreement on behalf of the participant in accordance with relevant legislation.
- We will contact medical practitioners, allied health professionals and notify next of kin if changes occur in participant needs which impact participant safety
- We will ensure interventions are in place to assist the participant where necessary to reach and maintain maximum independence.
- Full Care Lifetime will conduct specific assessment and care plan reviews when participant needs change.
- We will amend interventions in response to assessed changes to needs or events in consultation with the participant and/or their representative.
- We will review the Support Plan in consultation with the participant and/or their representative at a minimum of three-monthly intervals.
- We will re-assess participant if significant changes have occurred that require a change in the Care Plan
- We will adapt or change interventions in response to identified changes that have occurred over the intervening period or at the request of the participant and or their representative, medical practitioner or allied health professional.

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- Where required Full Care Lifetime will provide referrals and linkages to other services.
- Documentation relating to participant's assessments will be kept in participant file and stored Full Care Lifetime's Participant Management System.

Monitoring and Review

Our Management Team will review this policy and procedure at least annually. This process will include a review and evaluation of current practices and service delivery types, contemporary policy and practice in this clinical area, the Incident Register and will incorporate staff, participant and another stakeholder feedback. Feedback from service users, suggestions from staff and best practice developments will be used to update this policy.

Full Care Lifetime Continuous Improvement Plan will be used to record and monitor progress of any improvements identified and where relevant feed into our service planning and delivery processes.