PROCEDURES FOR MEETING NEEDS

Purpose of this Document

This document summarises the procedures within Premier Care (Plymouth) Limited for meeting service users' needs. It should be read in conjunction with the document for Care Needs Assessment Procedure. To this end Premier Care (Plymouth) Limited adheres to:

Outcome 1: Respecting and Involving People who use Services: and regulation 17: of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2010; which relates to the service users being enabled to make, or participate in making, decisions relating to their care or treatment.

Outcome 4: Care and Welfare of People who use Services: and Regulation 9: of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2010; which relates to the carrying out of an assessment of the needs of the service user and the planning and delivery of care.

Outcome 6: Cooperating with Other Providers: of the Essential Standards of Quality and Safety and Regulation 24: of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2010; which relates to ensuring service users receive safe and coordinated care, treatment and support where more than one provider is involved, or they are moved between services.

Outcome 13: Staffing: of the Essential Standards of Quality and Safety and Regulation 22: of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2010: which relates to there are sufficient numbers of suitably qualified, skilled and experienced persons employed for the purposes of carrying on the regulated activity.

Our Workforce

It is a responsibility of management to ensure that Premier Care (Plymouth) Limited employs care staff in sufficient numbers and with appropriate skills to respond effectively to the needs of the service users for whom we provide services.

The Registered Manager should keep under review the size and composition of Premier Care (Plymouth) Limited's workforce and correlate this with the profile of needs presented by current and predicted service users. Where there is not a good match, necessary action on recruitment or training or in other personnel areas should be initiated.
Skills and Experience of Individual Care Workers
Premier Care (Plymouth) Limited wishes to provide as wide a range of skills as possible to meet the needs and preferences of service users. Line managers therefore should keep the capabilities of each of the support workers for whom they are responsible under review.

The objective should be to add to the support workers' skills and experience through balanced and varied workloads, incorporating new sorts of work if possible, and through appropriate training and supervision, so that they are able to make as broad a contribution to the work of the agency as possible.

Matching Care Workers to Service Users
When Premier Care (Plymouth) Limited accepts a referral and agrees to provide a service, the responsible manager needs to take care that the new work is allocated to a support worker who has the appropriate skills and experience to meet the needs and preferences of the new service user. This is of course subject to other workload pressures, but for every new case we should seek as good a match between the service user and the support worker as is possible.

Meeting the Special Needs of Individual Service Users
The process of matching a support worker to the specific needs and preferences of a service user becomes even more important where a service user has specific needs arising from dementia, mental health problems, sensory impairment, physical disabilities or learning disabilities.

In any of these instances, the manager responsible for case allocation must ensure that the worker allocated to the service user has the appropriate skills and experience and is prepared carefully for the new work. Use might be made of knowledge possessed by other support workers for briefing a worker new to such a situation, and managers should use the opportunities of internal training and group supervision sessions to facilitate this sort of sharing.

Meeting the Needs of Service Users from Minority Groups
Similar care must be taken in selecting a support worker to take on the care of a new service user from an ethnic, social, cultural or religious minority.

Premier Care (Plymouth) Limited cannot and would not wish to guarantee that a service user would invariably be assisted by a support worker from the same minority group, but we should make use of the personal knowledge gained from a support worker's membership of a minority group where this is appropriate.

A support worker's ability to understand the language of choice of a service user may be
particularly helpful. Where a support worker is to become responsible for the care of a member of a minority with which he or she has not previously had much experience, the support worker should be carefully briefed so as to be able to provide appropriate services with tact. Some matters such as diets, toileting procedures and religious observance may involve areas of particular sensitivity.

**Intermediate and Respite Care**

When Premier Care (Plymouth) Limited is asked to provide a short term service as, or contributing to, a respite care or intermediate care service, special steps need to be taken to ensure that the allocated worker understands and is capable of responding to the particular demands and pressures of these forms of service.

**Listening to Service Users**

We have a responsibility at all times to ascertain and take into account the wishes and feelings of service users. Support workers who pick up any views about the service from a service user with whom they are working should pass these on to their team leader/line manager, who should consider the implications both for that particular service user and for the service in general.

All staff should encourage and help service users to make decisions about their care. We will comply with any special local arrangements for self-assessment by service users.

**Service Users' Right to Choice**

We have a responsibility to provide service users with full information about services and offer opportunities for choice wherever possible.

If a service user expresses a wish to change the pattern of the service they receive, for example a variation in the number, length or timing of support worker visits; this should be reported to the team leader/line manager and immediately considered.

If a service user expresses a wish for a change of support worker, this should be similarly reported and explored by the line manager.

If it appears that Premier Care (Plymouth) Limited is not able to meet the needs or preferences of a newly referred service user, the manager should give consideration to advising on an alternative source of service, either by referring the service user to the social services department or by directly suggesting another agency.

If a situation arises where an existing service user develops needs or preferences that the current support worker is not able to meet, the manager/team leader should consider whether an alternative support worker would be more suitable and to arrange this if appropriate. If exceptionally it appears that we cannot in any way continue to meet the
service user’s requirements, they should be referred elsewhere and appropriate arrangements made for Premier Care (Plymouth) Limited’s services to be terminated.

If the service we provide is likely to be varied to any significant degree for a service user whose fees are being paid by a social services department, the manager should take steps to consult and obtain authorisation from the responsible social services care manager before implementing any change,

**Encouraging Service Users' Autonomy**
All staff should take steps to ensure that the provision of our service does not undermine a service user’s capacity to take decisions about their own care. Support workers should take every opportunity to stress to service users with whom they work that they retain the right to organise their own lives and that our task is to meet their requirements as best as possible.

Team leaders/line managers should take a similar stance when making monitoring visits. Managers are responsible for ensuring that this position is reflected in all of Premier Care (Plymouth) Limited's literature and communications with service users and others.

**Updating Practice**
As an agency we are obliged to see that all services are demonstrably based on good practice and reflect the relevant clinical and specialist guidance.

The manager is responsible for reviewing new publications, government documents and professional guidance as it appears, for considering its relevance to our work, and where necessary for instituting appropriate changes in working practice, instructions to staff and staff training.

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