jrhsupport

SUPPORT PLANNING AND REVIEW PROCEDURE

SUPPORT PLANNING

- All staff have a responsibility to ensure that the ongoing support needs of each service user are detailed, monitored, and updated.

- A support plan is a detailed description of the support needs of each service user set out under specific needs headings.

- Prior to the first 28 days of support each service user will have a detailed support plan.

- Staff will ensure that the support plan is person-centred, is developed with the service user taking their views and wishes into account, is as comprehensive as possible and is based on the needs assessment of the service user. It should also involve any other appropriate agencies, professionals, family members, carers and other relevant individuals, and facilitate a wider joint support approach.

- In some specialist areas it will be important to work with other agencies in order to provide a consistent approach to the plan and utilise the necessary knowledge and professional expertise to meet the needs of the individual service user.

- Each service user is required to have a structured plan of support. This is good practice but also a statutory requirement.

- We are required by legislation to keep detailed information about the support we give to people. We also need to provide evidence to regulatory authorities (e.g. environmental health, health and safety executive) that we have a plan of support, that we have consulted, wherever possible with the service user, that the plans are clear and are followed by all staff and that the plans are reviewed and updated on a regular basis. A plan of support can be used in a court of law to provide information/evidence of the type and levels of support given to individuals and by whom.

- All records maintained in a plan of support should be respectful of the individual and should contain clear and factual details to allow for the continuity of support.

- The service user should have access to their support plan and can request a copy of the documentation at any time.

- Support plans will be reviewed at least every six months. These reviews will be carried out with the service user. The views and wishes of the service users at these reviews will be taken into account and any changes to support plans will be made as agreed with service users.

Support Plan Review Procedure

- Support plan reviews are completed on PASS for Care

- Managers are responsible for ensuring that all support plans are reviewed regularly.

- Support plans will initially be reviewed (by phone within Community Support service) 6 weeks after support starts.

  Support plans will subsequently be reviewed based on an individual's need but at least every 6 months. Service users can request a support plan review at any time.

- The service user should be fully involved in any review of their support plan and fully informed of the outcome and any resultant changes to their support plan. Any changes to the support plan as a result of a review must be clearly documented.

- If for any reason it is not possible to incorporate the wishes of the service user, this should be recorded in the support plan. The service user has the right to appeal through the Complaints Procedure if they are not happy with the contents of the support plan.

- It is the responsibility of the relevant Managers to ensure that a programme of support plan review and evaluation is in place, that it is completed and that all relevant staff are aware that individual support plans have been reviewed.

Paul Battershall
General Manager