

POL58 – Service User Care Planning Policy and Procedure

Serendipity Healthcare Ltd
Unit 5 Millennium Way, Dunston, Chesterfield, Derbyshire
S41 8ND



1. Purpose

1.1 To set out the framework, standards, and values of Serendipity Healthcare Ltd for planning individualised Care.

1.2 To support Serendipity Healthcare Ltd 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?
SAFE	S3: How does the service make sure that there are sufficient numbers of suitable staff to support people to stay safe and meet their needs?

1.3 To meet the legal requirements of the regulated activities that Serendipity Healthcare Ltd is registered to provide:

- The Care Act 2014
- Equality Act 2010
- The Health and Social Care Act 2008 (Regulated Activities) Regulations 2014
- Mental Capacity Act 2005
- General Data Protection Regulation 2016
- Data Protection Act 2018
- The Health and Social Care Act 2008 (Regulated Activities) (Amendment) Regulations 2012

2. Scope

2.1 The following roles may be affected by this policy:

- Registered Manager
- Other management
- Care 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 have an ordered, auditable way of managing Service User's Care and create a usable framework which incorporates the views and consent of Service Users and their representatives.



3.2 For authorised staff of Serendipity Healthcare Ltd to understand their responsibilities and roles in relation to Care Planning.

4. Policy

4.1 Person-Centred Care

Serendipity Healthcare Ltd believes that person-centred Care Planning is the only way to achieve a quality service for each individual Service User. Serendipity Healthcare Ltd will act holistically to develop and deliver Service User Care Planning.

4.2 In Partnership with the Service User to Meet Their Needs and Wishes

The Care Planning process will work in complete partnership with Service Users and/or their legal representatives in planning and reviewing their Care to:

- Represent the wishes and aspirations of the Service User, including activities, relationships and end of life wishes
- Maintain and support improvement in mental, psychological, physical wellbeing - including personal and oral hygiene
- Represent the equality, diversity, and human rights of the Service User
- Promote choice, self-care, and independence wherever possible
- Ensure safety from avoidable harm

4.3 Serendipity Healthcare Ltd will always ensure that Service Users or their legal representatives have the right information and will support their need to give informed consent to Care Planning.

Options for Care and information around them will be shared to ensure informed choice.

4.4 Serendipity Healthcare Ltd sees Care Planning as an ongoing process which begins with assessment. Care Planning will be systematically reviewed and Serendipity Healthcare Ltd will respond to changes in the needs and wishes of Service Users and changes in best practice and or legislation.

4.5 Serendipity Healthcare Ltd will ensure that Care Plans are created and updated when end of life care is needed to give the right Care for Service Users to live and die well.

4.6 Only authorised persons will plan, view, review, and audit Care Plans in line with data protection. Care Planning will be undertaken in a space which respects the privacy and dignity of Service Users and will be treated as confidential.

4.7 All Care Plans will be legible, complete, and easy to understand, detailed and practical, easy to follow and reflecting fact.

4.8 Service Users will have their choice to involve family and friends in the process.

4.9 Serendipity Healthcare Ltd will support Service Users to be involved as much as possible where the Service User does not have capacity to give consent. Serendipity Healthcare Ltd recognises capacity can change and will keep decisions under review.

4.10 Serendipity Healthcare Ltd will ensure that Care Plans reflect work with other professionals, to ensure continuity of Care where services are joined up and where transition between services or providers takes place.

Serendipity Healthcare Ltd will work within data protection laws and ensure that Service Users are made aware of how their personal data will be used, stored, and shared.



4.11 Serendipity Healthcare Ltd will audit and evaluate the Care Planning process to ensure its design and delivery is the best it can be, is easy to use and fulfils its intended purpose.

Measures will always be taken when identified issues are found and improvement needs identified.

5. Procedure

5.1 Responsibilities

Serendipity Healthcare Ltd is responsible for the oversight of this policy and The Registered Manager for its management.

All staff at Serendipity Healthcare Ltd will receive the training necessary for their role in Care Planning and will receive regular updates when required.

5.2 Consent

All Serendipity Healthcare Ltd staff must make sure that the organisation considers people's ability to consent, and either the Service User, or a person lawfully acting on their behalf (if they are unable to consent for themselves), must be involved in the planning, management, and review of their Care.

The registered Manager must make sure that decisions are made by those with the legal authority or responsibility to do so, but they must work within the requirements of the Mental Capacity Act 2005, which includes the duty to consult others such as carers, families and/or advocates where appropriate.

Serendipity Healthcare Ltd must comply with the Data Protection Act 2018 and General Data Protection Regulation 2016 and they should review how personal and special categories of data is managed in relation to Care Plans in line with their GDPR policies.

5.3 Supporting the Service User to be Involved

- Every Service User has the right to be involved in their Care Planning, and where a Service User is unable due to capacity, they will have people act in their best interest
- The Registered Manager must ensure that any support or aid required to enable Service User participation is in place
- Care Planning will take place in a confidential setting in which the Service User feels comfortable and supported. This will usually take place in the Service User's own home

5.4 Service Commencement

- Through an initial assessment of the information provided, Serendipity Healthcare Ltd will first identify whether it will be able to provide care, treatment and support for the Service User which meets their care, personal, social and safety needs
- This assessment will identify any specialist equipment and environmental requirements to meet the Service User's personal and safety needs, which should be available for use at the point of service commencement
- Any risks identified will be formally and individually assessed as part of the Care Planning process and an appropriate written risk management plan created for each risk

5.5 Next Steps

- The result of the assessment will be reviewed by management and staff to determine the ability of Serendipity Healthcare Ltd to meet the Service User's needs and preferences

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- If a Service User's needs and preferences cannot be met, Serendipity Healthcare Ltd must explore the impact of this to them and explore alternatives, so that the Service User can make informed decisions about their Care
- The decision to offer or decline the service will be formally notified in writing to the Service User and any purchasing body as soon as possible. Serendipity Healthcare Ltd will need to consider any contractual requirements
- Information about the care, treatment, and support services available from Serendipity Healthcare Ltd and the associated costs, if applicable, will be provided to the Service User during the assessment to enable them to make an informed decision about the service

5.6 Care Plan

Service User Involvement

- Service Users will have the Care Planning purpose and processes explained to them, and will be informed that they have the right to ask for a Care Plan review meeting at any time
- All Service Users will have an individual and personalised set of Care Plans which are designed to support their expressed requirements and desired outcomes from Care provided by Serendipity Healthcare Ltd
- The Care Plan must be written and designed to meet the health, psychological and social needs of the individual Service User
- Service Users or their personal representative will be encouraged and supported to be fully involved in the design of their Care Plan, being given at each stage (where possible) choices of action from which they can choose their preferred option

Agency Involvement

- Serendipity Healthcare Ltd has the responsibility to ensure that all the relevant agencies are invited to have an input into the Care Plan process to support the effective management of the Service User's physical, psychological, social, and personal health and safety needs
- Care Plans should reflect the recommendations of any external specialist service providers who have a relevant input to the Service Users' physical, psychological, or social health and wellbeing

Equality and Diversity

- Care Plans must include any elements of Care to meet the equality and diversity needs of the individual Service User and must within itself be designed not to constrain choices offered to the Service User because of their personal values, ethnicity, age, gender, gender orientation, disability, nationality, or religious beliefs

Informed Consent

- The Care Plan must be clear and understandable for the Service User, and their signature should be held on the Care Plan documents as evidence of their understanding of an agreement with its contents
- When Service Users do not wish to sign the Care Plan, this decision must be recorded in the Care Plan by the Registered Manager and a supporting witness signature
- Service User consent to Care detailed in the Care Plan must be formally obtained before the Care Plan is implemented

Responsibilities

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- Care Plans are to be developed by staff who are competent in Care Planning and who have the knowledge to inform and involve Service Users in all stages of the Care Planning process
- The Registered Manager is responsible for the completion of the Care Plan document in full and signs all documents where indicated. This signature demonstrates the accountability for the planning of Care to meet the Service User's needs

Completion

- All sections of the Care Plan documents will be completed. If a section is not deemed appropriate to that individual Service User, the words "not applicable" must be entered on the document and signed and dated to indicate that this area is not applicable, stating reasons where possible
- Individual Care Plans will state in clear and factual language the detailed Care requirements needed to instruct staff to meet the individual Service User's needs identified by the individual assessment procedures
- Care Plans will be designed to manage Service Users' environmental, physical, psychological, and social health needs in addition to the prevention or minimisation of potential personal health and safety risks to Service Users
- The involvement of the Service User in the process, the choices offered, and the responses must all be recorded
- All Care Plan instructions carried out by staff must be recorded by those staff, reasonably simultaneously. Other actions and matters which may provide useful information for a subsequent review must also be recorded

5.7 Review and Reassessment Process

Care Plan reviews should look at the records generated by staff to judge the success of the Care Plan in achievement of the planned outcomes. It should also identify changes to the Care Plan which are required to meet existing, changed, or new needs.

Service User Decisions and Consent

There must be a review of Service Users' consent and any decision making they have been involved in related to their care, treatment, and support.

Service User Review Involvement

The review is an ongoing process and Service Users should be actively involved in the review of their desired outcomes. They will have the opportunity to alter their desired outcomes or Care Plan implementation at any time.

Risk Review

The assessment of individual risks will be reviewed on an individual basis when there are any indications of altered risks. This includes both positive changes and a reduction in risk, or negative changes and an increased risk.

Time Scales for Review

- Routine reviews will be carried out within 6 weeks from the start of the service and then at least annually or at any more frequent intervals specified. At Serendipity Healthcare Ltd Care Plans will be reviewed every 12 months unless a change occurs. Reassessments may also vary in their review period according to individual Service User risks and needs
- Any change in need for the Service User will require a Care Plan review
- Routine reviews will include a review of visit records since the previous review date. This will allow Serendipity Healthcare Ltd to identify any Service User concerns which

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may indicate a need for a particular assessment review, and to gather additional information regarding the Service User's perception of their daily wellbeing

Reviews

All relevant staff will be involved in the Care Plan and review.

- Individual elements of the overall Care Plan can have different scheduled review periods
- Following Care Plan reviews, the staff skill mix and designated staff linked to the Service User will be reassessed to ensure that the changed Service User requirements can be met
- The involvement of the Service User in the process, the choices offered, and the responses must all be recorded

Changing Needs

- The review of the Service User needs may indicate changed needs which require a full in-depth review of elements of assessment or a comprehensive assessment of needs
- Any change to the Service User's needs, as identified during a review, will be subject to a reassessment and the Care Plan changed and redesigned to meet the changed needs

Reassessment

- The Service User must be involved in the reassessment processes wherever possible
- The assessment of Service User requirements, or any professional assessment of needs, will be reviewed when there are changes in the Service User requirements or changes in their accommodation or physical, psychological, or social wellbeing
- Any changes in assessment outcomes will immediately result in a new Care Plan to meet the changed needs

End of Life Care

It is important to recognise and implement efficiently and smoothly changes in Care required for end of life. This will help ensure the correct agencies are involved and the Service User receives Care which enables changing needs with dignity and respect.

Signatures

- All reviewed assessments must be dated and signed by the person completing the assessment documents to support Care Plan tracking and accountability
- All reviewed assessments must be signed by the Service User or their representative to indicate their involvement in the process

5.8 Audit

- Care Plans will be regularly audited by the Nominated Person or a delegated individual to ensure competencies are being met against the competence standards of Serendipity Healthcare Ltd
- Where issues are identified, the Nominated Person will address issues with suitable actions
- The analysis of the Care Plan audits will be reported to the Management Meeting and where improvements can be made, an action plan will be put in place to track completion of them



6. Definitions

6.1 Care Planning

- An audited way of planning person-centred Care which should be completed, and reviewed in partnership with the Service User wherever capacity allows
- Care Planning is only delivered with the consent of the Service User or their legal representative where the Service User is unable due to lack of capacity
- It forms the way Care is to be carried out
- Care Planning is a living document, and should be changed after review to represent the changing life of the Service User
- Care Planning is individual and owned by the Service User who can see, or have it reviewed when they wish
- Care Planning should be joined up to any other care or treatment the Service User is receiving to ensure a seamless service

6.2 End of Life Care

- End of life care is support for people who are in the last months or years of their life
- End of life care should help Service Users to live as well as possible until they die, and to die with dignity
- The people providing care should ask about the Service User's wishes and preferences and take these into account as they work to plan their care. They should also support family, carers or other people who are important to the Service User

6.3 Risk Assessment

- A process to look at any risks to safety that an action may cause the Service User or aspects of the wider service
- Where risks are identified, a mitigation to the risk should be decided upon, or an alternative action
- Risk assessments should be reviewed, and changes in Care may have an effect on the risk assessment

6.4 Assessment

- A process to identify what a person's Care needs are against agreed criteria

6.5 Review

- Checking that the assessed needs and the Care put in place to address those needs are right and working for the Service User
- A review may trigger a 'reassessment' if a review finds it is not working or changes need to be made

6.6 Person-Centred Care

- Care planned around an individual - not a standard set of actions or 'one size fits all' solution
- This takes into consideration the diverse needs and wishes of individuals in a service tailored for them

6.7 General Data Protection Regulation

- The General Data Protection Regulation 'GDPR' (EU) 2016/679 is a regulation in EU law on data protection and privacy for all individuals within the European Union

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