# Assessment of Needs & Support Planning

**Introduction**

This is document aimed at providing brief guidance on completing an assessment of needs with the people using our services or people wishing to access our services.

**Policy**

A review of Assessment of needs and or support plan will be undertaken with each existing customer as required or annually.

For those people new to the service, an initial assessment will be requested from the customers care management team (where appropriate) to determine their support needs (see policy ‘*Accessing the Service’)*. My Support and Care Services Ltd will complete an assessment before a support package is agreed.

All staff will be aware of the following documents:

* Accessing the service policy and procedures

**Procedures**

The assessment is a detailed analysis of the persons needs as a whole and will include the areas of:

* The persons accommodation needs and related support
* Personal safety and any relevant risks
* Mobility
* Physical health
* Mental health and emotional well-being
* Medication
* Finances & Benefits (where appropriate)
* Family and social contact
* Education and employment (where appropriate)
* Social & leisure interests
* Cultural & faith needs
* Other areas that other people may raise i.e. the person accessing support, their care manager or other external agencies.

After completing an assessment of needs a support plan will be produced with the customer and any other interested party.

A review of the assessment of needs and or support plan will take place after six months of being completed, unless:

* The customer requests that it is reviewed prior to this
* The customer’s needs change
* Any other interested party requests that it be reviewed prior to this i.e. care manager, physiotherapist, and occupational therapist for example.

If a customer, or any other interested party is unhappy with what is written in the assessment or support plan they can:

* Discuss their concerns with the enabling worker or nominated staff member

***or***

* Make an appeal to the service manager at My Support and Care Services Ltd.

#### Guidance

###### The process

It is of paramount importance that the person being assessed is involved throughout the process; after all, the document is about **them** and **their** needs and how **they** wish to be supported.

Remember to be sensitive to how you obtain information from the person who’s needs you are assessing, communicate in a way that is appropriate for them, this may be verbally or any other form of communication they use (pictures, symbols etc), or by observation.

This document will provide the basis for a support plan and highlight any areas of risk to be assessed and documented (risk assessment – see guidance notes on how to complete), outcomes of these documents will be discussed at an annual review and 6 month review. Your Manager will inform you of these dates in order to complete the relevant documents.

###### Who should be involved?

To complete this document you may need to gather information from sources such as:

* The person themselves!
* Your team members who also know the person well.
* Family or advocates
* Information from other services that the person may have used or still be using now, i.e. floating support, drug or alcohol services, probation service, children and families team, health team (physiotherapy, occupational therapy for example), day services. Remember external agencies may be bound by confidentiality restrictions as we are.

###### When should an Assessment of Needs be completed?

* For people wishing to access our services an assessment of needs should be provided by their care management team when the referral is made.

We will undertake our own assessment of needs with the customer, copies of this will be available for the customer and their care manager.

* For existing customers their needs should be re-assessed each year and this document reviewed on a regular basis, at least annually.
* If there is a change in the persons needs
* At the persons request

*Remember…..****This document is about a person, people’s needs are always changing, their likes, dislikes, views and opinions are always changing. The support plan is a working document and should be reviewed, amended and added to reflect this.***

***Any changes to documents should always involve consultation with the customer and any other interested parties i.e. care manager. Changes should be highlighted, dated and signed by the relevant people.***

***ALL staff should read each customers assessment of needs, support plan and risk assessments, when they have done so they need to sign each document to evidence that they have read and understood it.***