

Reviewing of the Care Service Delivery

Policy Number 2



**To give and maintain a high level of care service,
Vista Care Solutions (VCS) has instituted the following procedures:**

Initial steps

Before the care review process can be started, the following must be completed:

- Assessment of the Service Users' needs and the care environment
- Agreement with the Service User and/or other interested parties on a detailed care plan

The preparation of a service user file, in which all records relating to the care of the service user will be kept. This file will include at least the following:

- Service User details
- All information to date, such as the assessment and the care plan.
- Details of the service hours
- Details of the agency workers allocated to the client
- The daily report sheets. This sheet will be updated daily with full details of all tasks and events relating to the care of the Service User. This report sheet will also, be used to note observations, make comments and make occasional reports on the apparent health of the Service User.
- Record of induction and training if required for Temporary Workers.

Site visit

An appropriate representative of the employment service will visit the care site to establish if the care delivered is in accordance with the care plan. If any deviation are found, or if there are areas that require special attention or improvement, this will be made known to the Temporary Workers and Service User or representative.

To give and maintain a high level of care service Vista Care has instituted the following procedure:

Change of plan

- VCS will inform our Service Users that any changes made to the original care plan constitutes a change of their contract with us. This will be dealt with in terms of the contract review procedures that were followed when the initial agreement was compiled.

Daily reports

- After the initial inspection the content of the daily report sheets will be closely followed by appropriate supervisors. All indications that the care plan may need adjustment will be followed up and the appropriate changes effected immediately.
- All changes to a care plan will be fully documented and duly authorised by appropriately experienced and qualified professionals.

Reviews

VCS will furthermore review the care and documentation as follows:

- All daily reports will be reviewed as a whole on a weekly basis
- A weekly report will be drawn up and sent to the care supervisor or appropriate person

Further steps

VCS tries to enhance the control of the care situation even more by implementing the following:

- Impromptu site visits and telephone calls to the client
- Completion of feedback questionnaires in the presence of the client. VCS strives to do this at least once a month with every client. These questionnaires are scrutinised by our homecare management teams.
- All matters requiring action will be incorporated into VCS regular management review meetings until they have been satisfactorily actioned.
- VCS offers further questionnaires to the client's family members and relatives, and these questionnaires are actioned and reviewed in exactly the same way as the client questionnaires.

All temporary workers are required to act openly, honestly, responsibly and without criminal intent in respect of a client's will or estate.

Assistance allowed

Temporary Workers are only allowed to assist the client:

- Where the client has no family, advocate or friends that will help to assist the client and where.
- The assistance that the staff member is giving is to merely contact an advocate, solicitor or Citizens Bureau on the client's behalf. All staff members must report any knowledge of the client appointing them as an executor of the client's estate immediately by making a record in the client's file and advising the Registered Manager.

End of Policy