


MEETING NEEDS

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| VERSION No | 4 |  |
| REVIEWED BY | Mariana Philipova | |
| NUMBER OF PAGES | 2 | |

Policy Statement

This policy is the most important to our residents. It is core to the delivery of quality care services. Any survey of residents' priorities of quality care places the consistency and reliability of worker(s) as their first priority. These procedures set out how we would deliver good quality services that meet the needs of our residents.

The Policy

1. Our Workforce

It is a responsibility of management to ensure that this organisation employs staff in sufficient numbers and with appropriate skills to respond effectively to the needs of the residents for whom we provide services. The registered manager therefore should keep under review the size and composition of this organisation's workforce and correlate this with the profile of needs presented by current and predicted residents; if there is a poor match, necessary action on recruitment or training, or in other personnel areas, should be initiated.

2. Skills and Experience of Individual Workers

The organisation wishes to provide as wide a range of skills as possible to meet the needs and preferences of residents. The objective should be to add to the 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 organisation as possible.

3. Meeting the Special Needs of Individual Residents

The process of matching the worker(s) to the specific needs and preferences of a resident becomes even more important where a resident has specific needs arising from dementia, mental health problems, sensory impairment, physical disabilities, learning disabilities or substance misuse problems, or where our service is for intermediate care or respite care. In any of these instances, the manager responsible for case allocation must ensure that the worker(s) allocated to the resident has the appropriate skills and experience and is prepared carefully for the new work. Knowledge possessed by other worker(s) might be used to brief the worker(s) new to such a situation; managers should use the opportunities of internal training and group supervision sessions to facilitate this sort of sharing.

4. Meeting the Needs of Residents from Minority Groups

Similar care must be taken in selecting the worker(s) to take on the care of a new resident from an ethnic, social, cultural or religious minority. The organisation cannot and would not wish to guarantee that a resident would invariably be assisted by workers from the same background, but use should be made of the personal knowledge gained from a worker's membership of a minority group where appropriate; a worker's ability to understand the language of choice of a resident may be particularly helpful. Where a worker is to become responsible for the care of a member of a minority with which they have had limited experience, they should be carefully briefed so as to be able to provide appropriate services with tact. Some areas, such as diets, toileting procedures and religious observance may be of particular sensitivity.

5. Intermediate and Respite Care


When the organisation 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(s)


understands and is capable of responding to the particular demands and pressures of these forms of service.


6. Listening to Residents

The organisation has a responsibility, at all times, to ascertain and take into account the wishes and feelings of residents. If workers garner any views about the service from a resident with whom they are working they should pass these on to their supervisor, who should consider the implications both for that particular resident and the service in general. All staff should encourage and help residents to make decisions about their care. The organisation will comply with any special local arrangements for self-assessment by residents.

7. Residents' Right to Choice

 The organisation has a responsibility to provide residents with full information about services and offer choice wherever possible. If a resident expresses a wish for a change of worker, this should be similarly reported and explored by the supervisor.

 If the organisation appears unable to meet the needs or preferences of a newly-referred resident because they have more complex or diverse needs than originally assessed, the manager should give consideration to advising on an alternative source of service; this might be either by referring the resident to the social services department or by directly suggesting another organisation.

 If the service we provide is likely to be varied to any significant degree for a resident 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.

8. Encouraging Residents' Autonomy

All staff should take steps to ensure that the provision of our service does not undermine a resident's capacity to take decisions about their own care. Every opportunity should be taken by staff to stress to residents 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. Supervisors should take a similar stance when carrying out resident's reviews.

9. Updating Practice

As an organisation 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 in staff training.

Related Policies

Adult Safeguarding

Advanced Care Planning

Assessment of Need and Eligibility

Autonomy and independent

Co-operating with other Providers

Continuity of Care or Support Workers

Care and Support Planning

Confidentiality

Cyber Security

Data Protection

Dignity and Respect

Equality and Diversity

Mental Capacity Act 2005

Nutritional and Hydration Needs

Sensory Impairment