

# **HOMESDALE (WOODFORD BAPTIST HOMES) LTD SHELTERED HOUSING**

## **ASSESSMENT AND SUPPORT PROCEDURE**

### **STATEMENT**

Homesdale is committed to the highest possible standards of service delivery ensuring that important emphasis is placed on the accurate assessment of need, support planning, appropriate support services implemented and providing opportunities for review.

### **FRAMEWORK**

- All tenants must have an individual Needs Assessment, Support Plan and Risk Assessment developed in conjunction with them
- Needs Assessments, Support Plans and Risk Assessments must be reviewed regularly. The frequency of reviews will be every 6 months. Further reviews will take place as required in response to changing needs.
- Needs Assessments, Support Plans and Risk Assessments should be prepared with a view to achieving specific outcomes and address areas covered in the Outcome Framework
- Needs Assessments, Support Plans and Risk Assessments should be signed by the Tenant.
- Needs Assessments, Support Plans and Risk Assessments should be communicated to the Warden team to ensure consistency of support.
- Needs Assessments, Support Plans and Risk Assessments should be completed on the relevant pro forma and copies kept in the tenants file in the Wardens office.

### **DEFINITIONS**

Needs Assessment is to identify the needs and goals of the Tenant. A need is the requirement of a tenant to achieve, maintain or restore an acceptable level of independence or quality of life.

A Support Plan is the name given to an agreed set of actions geared towards the Tenants capacity to attain or maintain independent living. Support Plans are based on the assessment of need and the goals of the tenant. The Support Plan is concerned with identifying actions to meet goals.

A Risk Assessment details a specific set of factors associated with a Tenant which may reduce their capacity to live independently. It is concerned with ensuring the chances for the Tenants to grow and develop are maximised and the environment support this. Risk focuses on factors that Tenants present to others, risks to themselves and risks from others.

Responsible risk taking should be regarded as normal. Tenants must not be discouraged from undertaking activities solely because there is an element of risk.

An assessment must be accompanied by a Management Plan which identifies action required to minimise risk.

## **NEEDS ASSESSMENT**

The Needs Assessment is initially completed when the applicant is assessed for a property. This is further clarified within the first month of moving into the property. It will form the basis of the Support Plan.

The purpose is to assess their housing support needs, and goals. This will enable them to have independence and quality of life.

Tenants need to be fully involved in the assessment and encouraged to identify their own needs and how they will be met. If appropriate additional advocacy and support may be sought from a relative, or other who may be invited to attend.

## **FORMAT**

The initial assessment before a property is offered is an informal discussion at Homesdale with the Care Manager, (or senior member of the Care team) the Housing Officer and the Senior Warden. A proforma will be used at the assessment to ensure all areas are covered.

The applicant can also use the assessment to express concerns, ask questions and view the Complex. The assessment is also viewed by Homesdale as an opportunity for the applicant to explore whether Homesdale is the right housing choice for them.

After the tenant has moved into the property the assessment would usually take place in their flat, although an office can be used if appropriate.

## **OUTCOME**

After the initial assessment the applicant will be informed of the decision in writing. If accepted for a property any outcomes, if appropriate, will be discussed and clarified in writing. If declined for a property the reasons for this will be detailed in writing, and advice given on how to access a more appropriate housing service.

After the tenancy has commenced the needs assessment will form the basis of the Support Plan.

## **SUPPORT PLAN**

After the initial assessment each Tenant will have a Support Plan drawn up no later than 3 months after the commencement of the tenancy. The Support Plan must be recorded in an accessible and user friendly way.

Support Plans should be reviewed at least every 6 months to ensure that

- The agreed action has been taken
- Progress on agreed goals have been made
- New goals can be discussed and agreed
- Agreed action can be planned
- Subsequent reviews can be discussed and agreed

In completing the Plan the Outcome Monitoring Form should be completed with the Tenant.

## **FORMAT**

The Support Plan is discussed with the tenant in a pre arranged appointment with the Warden. The initial needs assessment is used as the basis for the discussion.

The Support Plan meeting should be user centred and aim to let the Tenant have control in what support they receive, and how it is delivered to them. The meeting and consequent documents will clarify expectations for both the staff and tenants. The meeting should promote forward planning to allow the tenant to have maximum independence, and quality of life

Each Tenant receives a copy of their Support Plan and is asked to sign it to show they understand and are happy with the Plan. Any outcomes from the meeting should be given realistic timescales and the tenant kept informed of progress made.

## **REVIEWS**

A timescale should be agreed in the Support Plan meeting for a review date. This may vary depending on the circumstances of the Tenant, and it may be altered if the tenant's situation changes substantially. The Tenant can request an earlier review date and this is communicated to them during the meeting.

## **RISK ASSESSMENT**

Each Tenant will have a Risk Assessment completed no longer than 3 months after the commencement of the tenancy. The purpose of the Risk assessment is to evaluate the existing, or potential areas of concern relating to the Tenant.

Risk assessments should be reviewed every 6 months, after an incident, or change in circumstances to ensure that

- The agreed action has been taken
- The risks identified are still relevant
- New risks can be assessed
- Agreed action can be planned
- Subsequent reviews can be discussed and agreed

## **FORMAT**

In order to show that the Risk Assessment is comprehensive each assessment will need to have considered the following areas

- Risks the Tenant present to others (eg aggressive behaviour)
- Risks affecting the Tenant (eg mobility problems)
- Risks from others, the community (eg mental health problems)

The Risk Assessment is Warden driven, and will cover all areas relating to the Tenant. The Warden will initially highlight in writing any issues, discussing with the Care Manager. The Warden will detail the risk, current control measures and additional measures needed, when and how they will be monitored. The measures may involve the tenant, family or other agencies (with the tenants consent) to offer support and advice

**REVIEW**

The Risk Assessment is a continuing process, reviewed at least on a 12 monthly cycle. However, if incidents occur these are noted, and the Risk Assessment is reviewed to take account of changing circumstances.

**MONITORING**

The assessments and plans are audited using a 20% sample. This is completed on a 6 monthly basis to assess for quality and standard of support offered and outcomes met.

After each assessment or plan outcomes are transferred onto the appropriate proforma for monitoring internally and as part of the LA requirements.

**TRAINING**

All Warden staff are trained to understand the Assessment and Support Plan procedure. This includes training the strategic relevance of the process continuing down to completing proformas. This is completed through external, internal and on the job training.

Signed .....

Printed .....

Date .....

Review Date .....

