

OA Day Care	OA Residential Care	Domiciliary Services	DMH Day Services	DMH Supported Living	DMH Residential Services	EIA'd
✓	✓	✓	✓	✓	✓	✓

A14

ASSESSMENT OF SERVICE USER NEEDS POLICY

To ensure all staff are fully aware how to complete an assessment of need for a service user.

PROCEDURE

1. Any deterioration or a change in the service users needs must be discussed with the staff team with reference to daily records/communication records and the daily diary.
2. If appropriate health care professionals e.g. G.P, District Nurse, OT etc should be contacted for guidance and advice.
3. Informal discussions with the service user, family member, other carer and Social Worker (if applicable) to be held where appropriate to try and resolve any issues. All discussions must be documented.
4. If the issues remain unresolved the manager/supervisor must ensure that the social worker is contacted to arrange a review meeting. If the service user no longer has a current social worker, customer services at Adult and Local Services must be contacted to log the request for a new referral and to arrange a review meeting.
5. The following people, need to be invited to the review meeting: service user, family, carer, advocate, manager/supervisor, link worker. Health care professionals as appropriate may also be invited to attend.
6. During the review meeting the following will need to be considered:
 - What the concerns are?
 - What evidence there is?
 - Any alternative options already tried.
7. Minutes of this meeting must be documented. Should the outcome of the review indicate termination of the service, the social worker will provide an 03T and agree a termination date.

Date							Issue date
Amendment							28/05/10 P&P