

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

H5 HEALTH AND WELLBEING SERVICE USER CHECK

POLICY

To ensure the Health and wellbeing of a service user is regularly monitored and recorded.

PROCEDURE

1. It should be clearly recorded in the service user's person centered care plan how often the health and wellbeing of the service user should be checked. The frequency for both day and night time checks should be specified.
2. All daytime contact with a service user must be recorded on their daily records at the end of every shift. If there are any concerns regarding the health and wellbeing of the service user the frequency of contact must be agreed and increased as appropriate and recorded in the daily records. This is particularly important where a service user either chooses or it is necessary for them to stay in their bedroom.
3. It is Cumbria Care's policy that night care staff start a security check of the building within the first 30 minutes of their shift which should include a health and wellbeing check of all service users.
4. Health and wellbeing checks throughout the night should be carried out a minimum of at least every 2 hours unless otherwise agreed and recorded in the service users person centred care plan. If there are any concerns about the health and wellbeing of a service user the frequency of the contact must be agreed and increased as appropriate. This must be recorded using Appendix 1 S6 / H5 Health & wellbeing check.
5. The S6 security in service units and H5 health and wellbeing checks can be carried out at the same time.
6. For Supported Living services, the appendix 1 is optional.

Date	16/06/15							Issue date
Amendment	1							04/07/12 P&P