



MANAGEMENT ANSWERS

CONTRIBUTE TO THE DEVELOPMENT, PROVISION AND REVIEW OF CARE PROGRAMMES

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Candidate Name.....

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The role of the worker in relationship with the individual client is clearly established with those involved in their care.

The role of the worker as a contact person is explained to the client in a manner, level and pace that the client can comprehend

The worker needs to encourage the client to express their needs, preferences, beliefs, opinions and interests in order to ascertain their personality type which leads to a better understanding of the client and an effective relationship with them. Where they cannot speak or act for themselves, then someone should be allocated to speak on their behalf.

The client is encouraged to express their views on who they want to be involved in discussions and options for their future. Services such as educational, financial, employment, recreational, legal, advocacy, emotional, social and physical form part of the perceived need. Where they cannot speak or act for themselves, then someone should be allocated to speak on their behalf.

The worker and where relevant, other colleagues work with the client to reach an agreement on the information they require and the services they need. Where they cannot speak or act for themselves, then someone should be allocated to speak on their behalf.

The workers perceptions should acknowledge the client's views and needs in a non-threatening manner.

The worker should identify other potentially valuable and relevant sources of information for client needs and identify and access that information

Any inconsistencies and gaps in information are identified and brought the attention of those involved.

The care plan of the client should incorporate their needs and wishes and be recorded to plan for those services required

The client summary of needs and wishes is available to all who are involved in service planning and delivery

Where care planning meetings are proposed, the participants should be all involved and the date and time should be agreed so all participants can attend. The organiser of the meeting should be given the cooperation of all involved

The client, their family and friends should all be encouraged and supported to participate in the process

The worker should contribute their inputs clearly, accurately and in an appropriate timescale

The worker represents the views of the client to others in the service required or given which is consistent with their role

The client is entitled to their opinions, though there may be occasions when those opinions need clarifying with others, as the opinion may be inaccurate

All decisions regarding client's needs for a service must be recorded accurately, legibly and completely by the worker and sent to any appropriate person or organisation.

Where services have been identified as appropriate, the client and others are informed and they should be able to favourably comment on.

When a client is not in agreement with the service, an appropriate person will advocate on the clients behalf and act in their best interests

In discussion with clients, family and friends on the services provided, if there are differences, a meeting of minds should take place to seek agreement with all parties on the best way to meet everyone's objectives

Clients and their family and friends are given appropriate support to determine the options open to them and clarify issues to prevent misunderstandings

The action plan agreed with the client, their family is consistent with the needs taking into consideration resource constraints and working agreements.

The final decision on the plan is complete, accurately recorded, legible and sent to the appropriate person who has legal access to those documents.

Once the plan is agreed, it is important to monitor that plan regularly and the involvement of the worker should be consistent with their role.

Everyone involved, including clients should be actively encouraged to participate in the review process

During the review and discussion, the effectiveness of the services offered are evaluated with those involved, in an appropriate effective manner.

Everyone involved are encouraged to put forward their opinions regarding the care needs provided and suggest where improvements can be made.

As time moves on, the original plan for services may need to change. In this case an updated care plan and service specifications with those involved will need to convene a review to take into consideration the changes required. Personnel changes may also be indicated.

The client should be aware of and advised of any reasons and implications for changes in their care programme, their eligibility for them in a manner that clarifies the situation The reassessment of the care plan must reflect the need to change the care plan, therefore in an emergency,

fast actions and solutions are required, otherwise the timescale will reflect the need and the review within an appropriate timescale.

Any necessary changes to the care programme must involve those who should be involved and discussed with them before a change is recommended. Where a client is unable to express their own views (young child/learning difficulties) then an advocate should act on their behalf.

When a service is prescribed in a plan of care but does not get activated, the reasons for this failure needs to be fully explored with those involved to identify the actual problem.

All records of the review process must be accurate, legible and complete and communicated to those who are involved in the care programme. The records should be signed dated and contain all relevant information.

