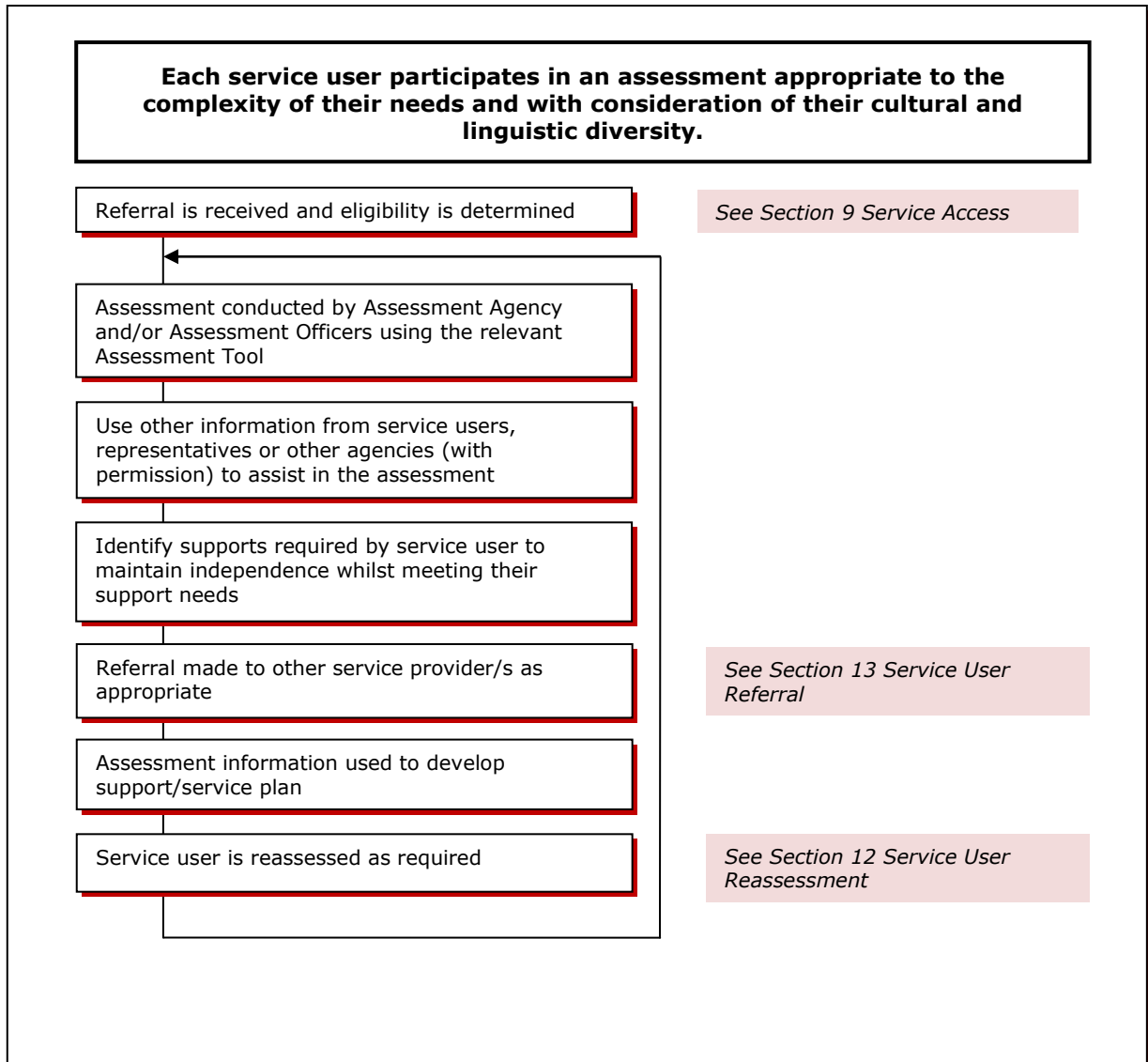


ASSESSMENT



FORMS AND RECORDS

ONI Assessment Form	Service user records
Assessment Checklist	Service user records
Home Safety Checklist	Service user records
Referral Form (if applicable)	Service user records
Service User Spreadsheet	Shared Drive

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10.1 Consultation with Service Users

10.1.1 SERVICE USER INVOLVEMENT

Service users are consulted regarding their perceived support needs and this information is used with a formal assessment to determine the support needs for the service user and/or their carer. Where consultation with the service user is not possible (such as in the case of incapacity) the service user's representative/advocate is consulted. The support needs of the service user are paramount and are used to determine the support provided.

Assessment is conducted with a focus on supporting the service user's independence to remain living in their home environment and within their community. During the assessment process information is provided to service users to assist them to understand the support being offered in the context of the funding and services available.

The Assessment Officer conducts all assessments face to face with the service user and/or their representative. In the event the service user and/or their representative is from a culturally and linguistically diverse background, SRS may consult / engage a professional interpreter to assist the service user and SRS to understand the questions and responses asked during the process of gathering information. Some service users may have been assessed by an Assessment Agency; this information is used to guide the support plan but the Assessment Officer still visits the service user/carer to go through SRS information.

10.1.2 PROMOTING INDEPENDENCE

Independence is promoted during the assessment and reassessment process using the Ongoing Needs Identification documentation and the Care Plan and Client Goals (Form 97). This involves the following principles:

- Support is decided on need, not want
- Abilities and difficulties are assessed
- Expectations are set through assessment; support is balanced against abilities and the need for support
- Support plans acknowledge support needs and abilities to foster independence
- The supports offered change to reflect service user needs.

10.1.2 (a) GUIDE ON HOW OUR ORGANISATION RESPONDS WHEN A CLIENT DOES NOT RESPOND TO A SCHEDULED VISIT

SRS is required to have a process in place for when a care recipient does not respond to a scheduled visit. Such a response needs to be based on assessment and individualized because each client's circumstances will differ. This response is documented in the client care plan, service agreement, consent agreement and at assessment reassessment.

To ensure a timely and appropriate response to a situation where a client might be at risk it is important to establish a level of responsibility of the service provider, the care worker and the client. SRS and clients should have a clear understanding of who will be responsible for the various steps outlined in the individually agreed process being:

- Regularly updated carer and / or emergency contact details need to be included in the service agreement between SRS and the client
- Clients, who may be assessed as at risk, or with a pattern of not responding to a scheduled visit(s), should have appropriate documentation on how the care worker should respond.
- The client / carer agrees to notify the service provider if the client is not going to be home for the prearranged visit.

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- The client / carer ensures that emergency contacts know they have been nominated as a contact and that emergency contact details are correct.

10.1.3 RECORDING ASSESSMENT INFORMATION

Assessment is recorded as hours spent with the service user as well as write-up time. This is recorded in hours directly into the Client Management System. If assessment is conducted by an Assessment Agency, no hours for providing the service user with information and finalising their support plan/s is recorded.

During and following the assessment process counselling, support, information and advocacy services may be provided to support service users and carers. It includes one-on-one counselling, advice and information and is delivered by the Assessment Officer. Counselling/support information and advocacy services is recorded as hours directly into the Client Management System.

If necessary, office staff enters waitlist and refusal of service information into the Service User Spreadsheet (see 9.2.4 Recording Service User Waitlist and Refusals).

10.1.4 INFORMATION PROVISION

At the commencement of the assessment the Assessment Officer explains to service users:

- The HACC program
- The supports offered
- The fees
- The assessment process including its purpose and possible outcomes and
- Information on the collection and use of information, privacy and confidentiality considerations and advocacy

This information is available in the Service User Handbook which is provided to service users during the assessment.

If the service user is assessed as requiring support and SRS is able to provide those supports, the Service User Handbook is explained more fully with the service user during the assessment process and the [Assessment Reassessment Checklist](#) is completed with the service user/representative.

10.2 Assessment

10.2.1 DOCUMENTS COMPLETED DURING THE ASSESSMENT PROCESS

Documents completed in the assessment process include:

- Assessment Form (ONI)
- Consent to Media Release Form
- Service Agreement
- Client Goals and Care Plan
- Your Day at the Centre (white magnet)
- [Home Safety Checklist](#) (if relevant)
- [Service User Consent Form](#)
- Checklist for Service User File

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10.2.2 ASSESSMENT PROCESS

After a person makes contact with or is referred to SRS they are assessed, usually in their home, by an Assessment Agency and/or Assessment Officers using the HACC Assessment Form.

Key elements of the assessment process are:

- If the service user has been assessed by an Assessment Agency, the information provided in the referral is used to guide the SRS Assessment Officer in ensuring that the support planning process is completed and the support plan meets the assessed needs. Information about SRS and the Service User Handbook is explained to the service user/representative at this time
- If the service user has not been assessed by an Assessment Agency, a full assessment is conducted by the SRS Assessment Officer (who has assessment skills) using the HACC assessment form and the Service User Handbook is explained to the service user
- Service users are assessed within five working days of requesting a service or referral
- An assessment interview time is arranged by telephone by the Assessment Officer at the service user's home and includes an invitation for the service user's representative to be present if required or desired. If it is identified that the service user has special needs (speaks a language other than English, has a sensory loss such as a hearing or vision impairment, or has dementia or any other special need) the Assessment Officer makes the necessary arrangements to ensure these special needs are considered. For example, an interpreter and information in the service user's language is sourced for service users who are culturally and linguistically diverse. (See also 4.2 Service Users with Special Needs.)
- The assessment includes:
 - The service user's living situation – who lives with them, do they have anyone to support or assist them, the living environment, safety concerns (including, when necessary, the completion of a [Home Safety Checklist](#) signed by the service user/representative)
 - A functional assessment to determine what the service user can achieve independently and what they require support with, for example, housework, mobility and history of falls, walking, shopping, personal care etc
 - Identification of carer supports and any needs in this area (see 9.9.2 Prioritising Need)
 - An assessment summary that details all of the assessment information collected to define supports required and assist in the development of an individualised support plan
 - A fees assessment including fee reduction or waiver (if required)
 - Consent to share information with others from service user/carer
 - Referral to other services if required
 - Inclusion on the wait list if support cannot be offered at this time.

10.2.3 OUTCOMES OF ASSESSMENT

Following the initial assessment, the Assessment Officer explains to the person whether they have been assessed as eligible for support services. The following situations apply:

Person eligible and support can be provided

If a person is assessed to receive support:

- The person is advised that they can receive support
- Options for support are explained and the support proposed is decided in consultation with the service user/representative
- The person is advised that they have the right to refuse a service and refusal will not affect future access to support

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- The person is made aware of the information in the Service User Handbook.
- The day(s) on which services are to be provided, is agreed to and noted on the HACCC and SRS refrigerator magnets. The commencement date is also arranged and notified to the service user.
- The service user is advised bus pick up times and that staff may arrive up to half an hour before or after the scheduled time due to factors beyond scheduling control

The Assessment Officer returns to the office and discusses the service user's needs with staff. A support plan is developed and a schedule of supports is determined.

Person eligible but there is a waitlist for support

If a person is eligible for support but it cannot be provided as there is a wait list:

- The person is advised that they can be placed on a wait list and are given an idea of the approximate waiting time. The wait list is maintained by the Coordinator
- The person is advised that their case is reviewed every six months and that they can ask for a reassessment at any time if their circumstances change
- The person is assisted to access other community services, if possible
- The person is made aware of the complaints procedure and advised that they can complain if they are not happy with the decision.

Refusal of support - person not eligible

If support is refused because the person is not eligible, insufficient funding is available for a specific program or their environment is not suitable (eg hazards, threats to staff etc):

- The person requesting the support is advised immediately giving reasons why the service is not provided
- If appropriate, the person is referred to another appropriate service, the relevant funding body, the service availability register or for an ACAT assessment
- Information is provided on when, and under what circumstances the person could reapply to SRS for support
- The person is made aware of the complaints procedure and advised that they can complain if they are not happy with the decision.

Whenever service users are refused support it is recorded by staff in the [Service User Spreadsheet of the Corporate Calendar](#). Refusals information is used for planning purposes.

10.2.4 REVIEW OF COMPLETED ASSESSMENTS

The Assessment Officer discusses completed assessments with the support workers once the supports are determined.

The Assessment Officers enter the relevant information into the Client Management System and ensure that support plans and other relevant documentation is developed, stored electronically and in the paper file and in the service user's home. This is further described in Section 11: Support Planning and Delivery.

10.3 Monitoring Assessment Processes

Assessment processes and systems are regularly audited as part of the SRS audit program and staff, service users and other stakeholders are encouraged to provide ongoing feedback on issues and areas where improvements can be made (see [Corporate Calendar](#) and Section 5: Continuous Improvement).