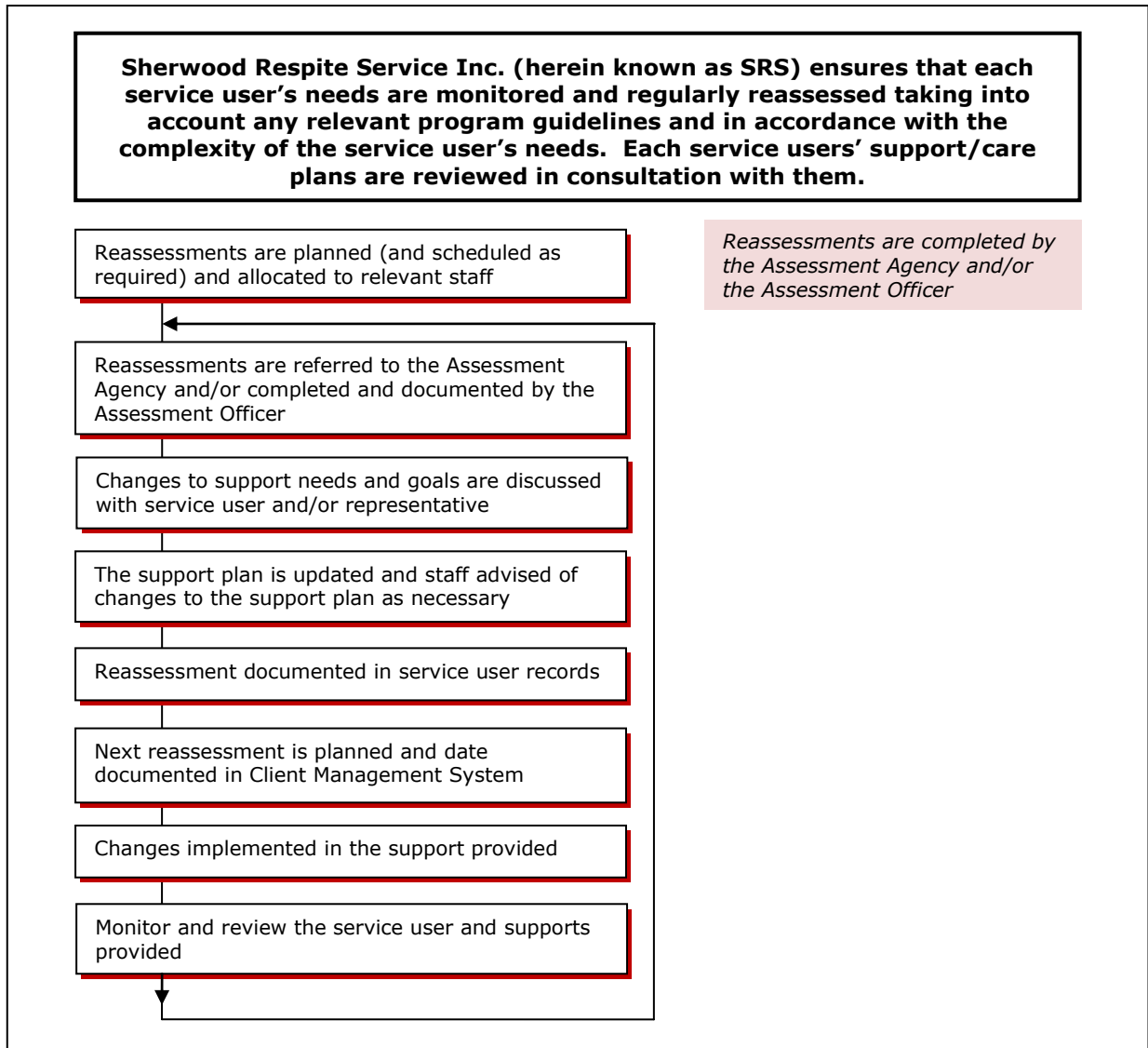


SERVICE USER REASSESSMENT



FORMS AND RECORDS

Reassessment Checklist	Service user records
ONI Assessment Form	Service user records
Home Safety Checklist (if applicable)	Service user records
Reassessment schedule	Client Management System
Referral to Another Agency form (if applicable)	Service user records

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Approved by: Management Committee

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12.1 Service User Reviews

12.1.1 REVIEW AND REASSESSMENT PLANNING

All service users are reviewed and reassessed at least annually on a regular basis and according to their needs or change in condition.

The need for a more frequent review is triggered by a request for additional supports; a report of hospitalisation, illness or accident; a report of a decline in physical or mental health from:

- The service user
- The carer, family or other representatives
- The support worker/s
- A medical practitioner/health professional or
- Another agency.

The next review date for all service users is recorded in the Client Management System and service user records. The Assessment Officer enters assessments into their Outlook calendar. At the end of each month the Coordinator reviews the reassessment schedule for pending reviews to ensure all scheduled reviews are completed in the month in which they are scheduled. Any missed reviews are given a priority in the coming month.

If the Assessment Agency is required to reassess, the Assessment Officer advises the Assessment Agency of the upcoming month's reassessments by email and reviews the reassessment information provided by the Assessment Agency when it is returned. The Support Plan is then updated to reflect service user requirements.

12.1.2 PURPOSE OF REASSESSMENT

The review process involves a reassessment of the service user's current circumstances, condition and expressed needs with reference to:

- Their last assessment or review
- Current support plan (including goals)
- Feedback from the service user and/or representative
- Input from other health care professionals/agencies and
- Service user records.

Service user records include observations from the support workers and other staff. The depth of the review is based on the support being provided:

HACC service users

- Service users receiving in-home support are reviewed annually and this includes a review of all of the elements of assessment described in 12.1.3 Reassessment Process and below
- Service users only accessing day centre services are reviewed annually in-centre, by telephone or at home visit. Service users are also reassessed by contact with their family or carer and / or other service providers involved in their care.
- For in-home support service users, if additional reviews are scheduled within the year, they may be conducted by telephone, depending on the service user's requirements. However, if a review occurs a year after the last review, it is conducted face to face to ensure that a [Home Safety Checklist](#) can be completed.

12.1.3 REASSESSMENT PROCESS

Key points of the reassessment process are:

- An assessment interview time is arranged by telephone by the Assessment Agency/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
- Consideration is given to any special needs the service user may have in the reassessment planning process eg. an interpreter is arranged if necessary, an advocate or representative is present (with consent) if the service user has a communication disability etc
- The reassessment includes:
 - Updating the ONI Assessment Form (in red pen) to include a functional assessment to determine what the service user can achieve independently and what they require support with
 - and [Reassessment Checklist](#)
 - the service user's living situation – who lives with them, do they have anyone to support or assist them, the living environment, safety concerns (and completing the [Home Safety Checklist](#) annually if required)
 - identification of carer supports and any needs in this area
 - a review of fees if appropriate
 - referral to other services using the [Referral to Another Agency](#) form if required.

NOTE: If a review is repeated within the last 12 months, it can be conducted by telephone if appropriate to the needs of the individual.

12.1.4 RESPONSIBILITY FOR REASSESSMENTS

Only staff trained in assessments conduct reviews of service users. These are:

- The Assessment Officer and
- Support Workers.

12.1.5 RECORDING REASSESSMENTS INFORMATION

The ONI Assessment Form and Reassessment Checklist are completed to document the review and a note of the review is completed in the service user records. If no changes are evident from the review the ONI Assessment Form is just noted with the update date; if there are major changes a new ONI Assessment Form is completed.

A new (relevant) support plan is developed following reassessment and included in the electronic and paper records in the office and provided to the relevant support workers to place in the home notes if applicable.

12.1.6 CONSULTING WITH THE SERVICE USER

The service user is engaged, consulted with and informed of the following during the re-assessment process:

- Changes to service delivery are made in consultation with and explained to the service user and/or their representative
- Following the procedures for reassessment and support planning, the planned support is agreed and discussed with the service user to ensure they understand and accept the supports proposed (if changed) and is based on promoting service user control, wellness and re-ablement.
- The support plan (including goals) is reviewed with the service user and/or representative

- The [Service User Handbook](#) is reviewed with the service user and information provided as requested or required at least annually.

12.2 Monitoring Service User Reassessment Processes

Service user 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).