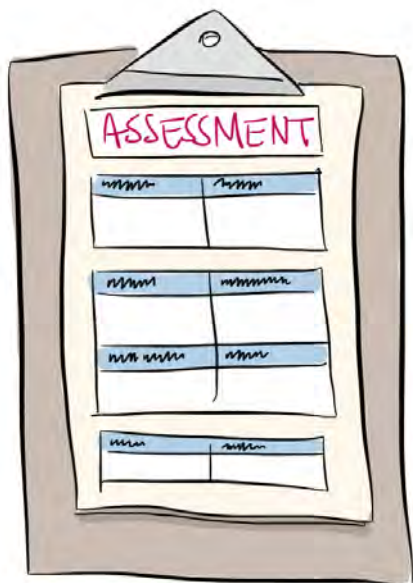


What's involved in an Assessment of Needs



A few things to consider
ahead of our visit

Doris Jones

care as it should be

Home Care Assessment – what’s involved?

The main purpose of the Assessment is to build a thorough understanding of the needs and expectations of the person to be cared for, as well as those of any family members and/or other carers. This enables us to then prepare a detailed Care Plan and a full breakdown of costs.

Of course, the Assessment is also your opportunity to meet us in person. Your Assessor will be a senior member of our team and will discuss any concerns and answer any questions you may have.



Gathering Care Plan information

We will collect all the information necessary to build a comprehensive Care Plan, including:

- *Personal details and contact information*
- *Health and wellbeing, including details of any medication*
- *Personal care needs*
- *Mobility, getting out and about*
- *Relationships (family, friends and neighbours)*
- *Likes, dislikes and preferences*

Assessing the environment

A risk assessment of the home environment is an essential part of the Assessment process. We will look at all aspects of the home and immediate surroundings in order to build a clear picture of

any potential risks to either the person being cared for, or the individuals providing care. These might include utilities (gas, electric, water), trip hazards, mobility risks, etc.

Explaining how we work

During the Assessment, we will also discuss some of the operational and administrative processes that help ensure the quality, reliability and consistency of our service, including:

- *Rostering and Call Monitoring (the systems we use to ensure consistently on-time visits)*
- *Fees, billing and payment methods*
- *Contacting the office (including out of hours)*

“You are providing a wonderful service and should be proud of what you do.” Mr H.

How long does it take?

Given that people’s needs vary, so too does the length of each Assessment. However, as a guideline, we typically allow two hours to conduct a thorough Assessment for a new client.

Is there a charge for the Assessment?

In most cases, no. The only time we might charge is if an Assessment is likely to be extremely complex and take much longer than usual. This is rare, however, and we would always warn you beforehand.

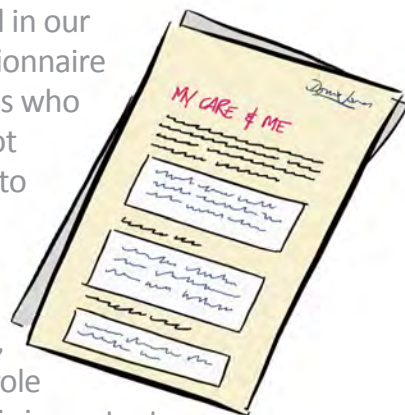
Other things to consider...

It can be daunting arranging care, whether for yourself or a loved one, and there are many things to think about. Part of the purpose of our visit is to help answer any questions you might have.

Tell us about yourself

During our assessment visit, we'll ask a lot of questions in order that we can build a complete picture of your needs and expectations.

To help this process, you might like to fill in our **My Care and Me** form. This short questionnaire provides an opportunity for you to tell us who and what is important in your life. It's not essential but it helps us tailor **your care** to **your needs**.



The needs of carers

It is often the case that family members, friends or neighbours play a significant role in looking after those who need care. It is important that we know about any such people in order that we can fully assess their own needs and expectations. We have a separate **Carers' Assessment** form for this purpose, which is available either from our office or from your assessor – just ask and we'll provide one.

"My thanks to you all, especially the ladies who come to us. It's a pleasure to have them at our home." Mr D.

Funding

Understanding funding for social care and what you are entitled to can be complex. We have produced a short Funding Factsheet that gives a brief overview of the most important facts and figures.

However, for more detailed information and advice on your options, we suggest calling Southend Borough Council on 01702 215 008, or Essex County Council on 03457 430 430.

Medication

We are happy to help with the administration of medication and do so for many of our clients. That said, for reasons of accuracy and the safety of all concerned, we take a very strict approach. We will only provide support if certain guidelines and administrative procedures are followed.

Please see the next page for full details.



Important information about Medication

Administering Medication

Adults supported in their own homes by a care agency are normally responsible for their own medicines, both prescribed and non-prescribed. Some are able to fully administer their own medicines; others may require varying levels of support. In some cases, the level of support for medication can be substantial.

At Doris Jones, we're keen to encourage independence in all areas but we understand there are times when clients and their families require our assistance with taking/giving medication.

On these occasions, with the consent of the client and in strict accordance with the prescriber's directions, our care team will administer prescribed medication (including controlled drugs).

If we are required to assist with medication, a flat monthly fee will be charged to help cover administration time (see Guide to Rates).

For reasons of safety and accuracy, we will only ever administer medication when pharmacy-prepared **BLISTER PACKS** are used in conjunction with detailed **MEDICATION ADMINISTRATION RECORDS (MARs)**

Blister packs

Blister packs help people retain their independence and offer a safe and easy way to keep track of prescription medication.

Many pharmacies provide a blister pack service, taking prescriptions directly from your GP, making up the packs and delivering them to your home. The blister packs clearly display all daily medications and the times they are to be taken, (morning, midday, teatime, bedtime). Pills are then pushed out of the corresponding 'blister' as required.

We have established links with many local pharmacies that provide blister packs and can recommend one to you if you wish. Assuming you don't pay for prescriptions, the service is entirely free.

Medication Administration Records (MARs)

To help with the administration of medication, we produce detailed Medication Administration Records (MARs). Wherever our care team is required to help give medication, there must be a MAR to which they can refer. The MAR includes prescribing GP details, medication information, dose and timing, plus any special information.

MARs are kept in the Doris Jones folder in the home and will be clearly marked by the carer each time they assist with medication. If you're unsure about anything on the MAR, please call 01702 472954 immediately.



Do you have a question that can't wait?

If there's anything else you'd like to know ahead of your Assessment, please just get in touch, our contact details are below.

Telephone: **01702 472954**

Email: enquire@dorisjones.co.uk



"Your care is so different from anything I had experienced before. You were consistently kind and thoughtful. Every visit from your carers was a pleasure. You restored my faith in human kindness." Mrs W.

"Dear Caroline and all the lovely ladies that helped look after Mum! We just wanted to thank you, all of you, for the care you have given Mum in the past. We know she has enjoyed meeting you all, and has really appreciated the kindness and help you have given her.

Very best wishes.

P.S. We will definitely recommend you!!" Mrs H's children

Doris Jones

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We are registered with the Care Quality Commission (CQC), Cert. No. 1-29668903.
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