



Belfast Health and Social Care Trust

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Care Management Procedures

STANDARDS & GUIDANCE

January 2020

7. Review

Review is the mechanism by which changing needs are identified and services adapted accordingly. A suitably qualified member of staff should complete the review. Like assessment, the review should be needs based; the prime focus should not be the services provided but the needs, views and preferences of service user/carers and the effectiveness of services in addressing those needs. The review should take place at the times or intervals specified in the Care/Support Plan or at any other time it would appear necessary. Reviews need not always involve large, formal meetings. The suitably qualified member of staff should, always ensure that:

- Changing needs or circumstances are recognised and re-assessment of need is undertaken, when necessary;
- The care plan is revised to take account of changing needs and circumstances:
- Services are consistent in meeting needs in an appropriate manner and in accordance with the expected standard of quality;
- Any unmet need is identified and a contingency plan is put in place to meet this need
- The views of service users and carers inform the review process and its outcomes
- Service users are offered a copy of their updated care plan and if they decline the decision is recorded.
- Consent is obtained from the service user to share relevant information from the review. The updated care plan is shared with those involved in delivering the care and/or services, and with the carer, where applicable.

- The care manager/social worker is responsible for ensuring that the written record of the review sets out the decisions taken, the actions agreed, who will take these forward and the timescales to be achieved.

7.1 Timeframes for Monitoring and Review process

Service area's may have local arrangements in relation to monitoring and review timescales, specific to the needs of the service users that they work with and these should be available to staff. Individual service user's needs may change and they may need additional monitoring and review arrangements reflecting their individual need and staff should ensure that these are articulated clearly on the care plan. However, as a minimum the following review and monitoring standards are:

Minimum Monitoring and Review Standards for service users

People in Care Homes People in receipt of Domiciliary Care

- First visit within 2 weeks of placement
- First review at 12 weeks
- Monitoring visit at 6 months
- Annual Review at 12 months
- Review annually thereafter
- Telephone call to service user and provider at 2 weeks
- First review at 12 weeks
- Monitoring visit at 6 months
- Annual Review at 12 months
- Monitoring visit at 6 months thereafter
- Review annually thereafter

Deprivation of Liberty Safeguards must be reviewed as per the standards stipulated in the Deprivation of Liberty Safeguards Code of Practice.

7.2 Undertaking Care Home Reviews

The preparation for the formal review should commence approximately 6 weeks in advance of the review date. The care home should receive a copy of the Resident Review Form to complete ahead of a review meeting. Particular attention should be given to the wishes of the service user regarding time place and persons who are to be invited. Staff should ensure that all the relevant parties are notified in a timely way to maximise the opportunity for families to attend. When families are unable to attend the reason for this should be recorded, as well as evidence of what has been done to accommodate them to attend. Staff should also consider if they need to involve an independent advocate and/or are any communication aids required. All Care Home reviews should be chaired and the record of the meeting agreed by a suitably qualified member of staff. The purpose of the review should be clearly stated and recorded in the minutes and should be structured so that they do not inhibit the contribution of user/carers.

Everyone who attends the Review meeting should receive a copy of the record of the meeting and any points of difference should be noted with an agreed action plan regarding resolution. It is the responsibility of the Chair to ensure that actions are followed through. The Service User should be kept informed of any changes to their care plan.

Nursing Home staff must have completed a Resident Review Form (for guidance Appendix 8a) in advance of the Review. The Care Manager/ Social Worker should refer to this during the review

Staff in Older People's, Mental Health and Physical and Sensory Disability services must ensure that the care review must be recorded on the regional review template on PARIS (for guidance see Appendix 8b). Learning Disability Services have their own local arrangements.

7.3 Undertaking Domiciliary Care Reviews

A suitably qualified person is responsible for the organising and chairing of the Domiciliary Review. The venue of the review should be governed by what is considered to be the most effective way of involving the user/carer and is likely to be the service user's own home. A co-ordinated approach should be applied to the review process where there are a range of services involved. For example, if the service user is in attendance at a statutory day centre consideration should be given to a joint review.

All participants to the review should be given sufficient notice of the review to prepare their contribution. Service users should be given the opportunity to determine who they would like to attend the review. Families should be encouraged to attend and if this is not possible the reason why should be recorded, as well as evidencing what was done to facilitate them to attend. This also applies to the user/carer to whom the purpose and content of a review should be fully explained together with their entitlement to have a representative present, if they wish.

Attendees should normally consist of the Care Manager/Social Worker/Social Care Co-ordinator, service user/carer and service providers or representatives. Other professionals may be invited to attend depending on service user need.

The review should be recorded on the Regional Review Form located on the Paris system and the care plan should be updated to reflect changes. (See Appendix 9)

7.4 Standards for Review

- Reviews should be undertaken by a suitably qualified person
- The frequency of review must comply with the Minimum Monitoring and Review Standards for service users
- Where increased monitoring and review is required these should be recorded on the care plan
- Reviews must be planned and the facilitation of the attendance of people who are important to the service user must be demonstrated
- The review must be recorded on the Regional Review Template on PARIS (excepting Learning Disability)
- A copy of the review form should be sent to the service user and/or family member within 28 days
- Staff must ensure that reviews are signed by all relevant parties