

Policies & Procedures

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Policy No. 102

Assessment & Support Planning

[April 2005] [Reviewed October 2006] (Reviewed June 2008) Reviewed April 2009
Reviewed April 2010 April 2011

Policies & Procedures are to be read and signed in the central policy file every six months

See Attached

Business Improvement Manager

Dated 1st April 2011

Sheltered Housing Services

Review...*April 2012*

Wiltshire Council
Department for Economic Development, Planning and Housing
Housing Management Section

Policy for assessment and support planning for residents living in sheltered housing owned and managed by Wiltshire Council.

1.0 Introduction

1.1 The attached policy sets out the policy for assessment and support planning for residents living in sheltered housing owned and managed by Wiltshire Council. The welfare of residents is the main concern of the council and a policy for assessing their needs for support is a key part of this aim.

2.0 Environmental Impact

2.1 There is no significant environmental impact associated with this policy.

3.0 Equalities Impact

3.1 This policy is consistent with treating all members of the community in a fair and equal way.

4.0 Financial Implications

4.1 There are no significant financial implications associated with this report.

5.0 Legal Implications and Risk Assessment

5.1 By having a policy on this issue the Council deals with the legal implications and risks associated with it.

Wiltshire Council
Sheltered Housing

ASSESSMENT AND SUPPORT PLANNING POLICY

1. INTRODUCTION AND AIM

Assessing needs and support planning is an important tool in ensuring that tenants receive a quality and appropriate support service that is based around the needs of each individual tenant.

Wiltshire Council intends to assist older and vulnerable tenants to maintain their independence by assessing their support needs and detailing these within a support plan and thereafter ensuring that any housing support identified within the support plan is delivered.

2. KEY OBJECTIVES

- 2.1.** Every Wiltshire Council Sheltered Housing resident should have an agreed support plan that has been based around an up to date assessment.
- 2.2.** The support plan should act as a formal agreement between tenants and Wiltshire Council regarding the nature, level and quality of support provided.
- 2.3.** To give Sheltered Housing staff a clear guideline of how they can assist all tenants to live independently.

3. ASSESSMENT OF NEEDS

- 3.1.** An assessment should take place within two weeks of the tenant moving into sheltered accommodation, this will be carried out in consultation with the tenant and will form the basis of that persons support plan. Where there are two people living in the accommodation they should each be assessed and should have their own individual support plan.
- 3.2.** All assessments will be undertaken using a standard format to ensure that all housing support areas are considered and that there is a consistent approach.
- 3.3.** Tenants will be encouraged to be fully involved in the assessment and to identify their own support needs and how they would prefer them to be delivered. Where appropriate other support providers, carers or family may be invited to assist a tenant in assessing their needs.

- 3.4. Where a resident does not want or refuses to participate in an assessment or receive a support plan they must sign a disclaimer as proof.

4. SUPPORT PLANS

- 4.1. Support plans will vary according to the needs of each individual
- 4.2. In developing support plans sheltered housing staff should ensure that:
 - 4.2.1. The plan reflects the needs and wishes of the tenant and is recorded in a user-friendly manner. This may require using alternative formats to make plans available to tenants with disabilities.
 - 4.2.2. The plan should compliment any statutory care plans and support from other providers.
 - 4.2.3. Risks identified throughout the assessment process are included in risk management plans.
 - 4.2.4. The plan takes into account confidentiality and the disclosure of information, and in particular information that may be given or received from third parties.
 - 4.2.5. All sheltered housing staff are responsible for the delivery and compliance of the support plan.
 - 4.2.6. Every tenant will be offered a copy of their support plan which has been signed by the tenant and the assessing officer.

5. APPEALS

- 5.1. Where a tenant, relative or other representative does not agree with the assessment and support plan they can appeal.
- 5.2. **STAGE 1:** Within 5 working days of receipt of an appeal the Team Leader will visit the tenant and or their representative to discuss why they disagree with the assessment and support plan. If an agreement can be reached during this visit a revised plan will be provided to the tenant, who will be asked to indicate their agreement to the plan by signing. If an agreement cannot be reached Stage 2 will be managed by the Housing Manager.
- 5.3. **STAGE 2:** Within 5 working days of the team leader's visit the Housing Manager will visit the tenant and or their representative to discuss why they disagree with the assessment and support plan. If an agreement can be reached during this visit a revised plan will be provided to the tenant, who will be asked to indicate their agreement to the plan by signing.
- 5.4. **STAGE 3:** If an agreement cannot be reached the Head of Housing Management will decide on the level of support that is needed and will be provided. This decision will be confirmed in writing to the tenant, who will also be advised of the complaints procedure.

6. REVIEWS

- 6.1.** In consultation with each resident a formal review of the support plan will take place at least every twelve months. However a review can take place at any time if requested by the tenant or their representative or if personal or medical circumstances change.
- 6.2.** Tenants will again be encouraged to be fully involved and if appropriate additional support or advocacy will be sought. A relative or representative may be invited to attend to assist the tenant.

7. MONITORING

- 7.1.** Regular monitoring will be undertaken to ensure that assessments and support plans are carried out in line with this policy.

8. STAFF TRAINING

- 8.1.** It is acknowledged that the success of this policy is dependent on the knowledge and diligence of the staff implementing it.
- 8.2.** Sheltered Housing staff will be provided with the necessary training to ensure that they are competent in undertaking assessments and support plans.
- 8.3.** New staff members will be given thorough induction training to ensure that they can understand and can implement Wiltshire Council's policy on assessing needs and developing support planning.

9. POLICY REVIEW

- 9.1.** The Assessment and Support Planning policy will be reviewed on an annual basis by staff and sheltered housing tenants.
- 9.2.** The policy will be reviewed in accordance with any future legislative or regulatory changes as and when they occur.