#

 **Promise Care Services Ltd**

# RESPONSIVE SERVICES

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Policy Statement

To provide responsive services, a full and detailed assessment of need must take place. This assessment must ensure the recording of the client’s needs, wishes and preferences that enable them to have a lifestyle of their choice.

The Policy

Principles

This organisation aims to make its services as responsive as possible to service users’ needs and preferences, in accordance with the following principles:

* **Reliability.** We aim to ensure that our service can be depended on by service users. During recruitment, we take all necessary steps to explore reliability, what it means and how important it is to service users that they can be assured of the reliability of the service.
* **Flexibility.** We are prepared, at any time, to adjust the service we provide to meet the changing needs and preferences of service users. In consultation and discussion with our service users, we can usually meet any flexible arrangements necessary to meet their needs.
* **Continuity.** Our service is planned to provide the maximum degree of continuity and the fewest possible changes for service users.
* **Communication.** We undertake to consult and communicate with service users and their representatives as fully as possible about their service. Where there are communication issues, we source additional assistance from multi-agency partners such as speech and language therapists, translators and sensory loss professionals.

Definition of Responsive

By responsive, we mean that services meet people’s needs.

This policy must be set in the context of its relationship to one of the Care Quality Commission’s (CQC) Key Lines of Enquiry (KLOEs).

The Five Key Domains for Inspection:

* Safe.
* Effective.
* Caring.
* Responsive.
* Well-led.

To deliver responsive service, personalised care and support is a vital element.

Staff are the key to the consistent quality of care. They must have a well-developed, personal training plan, which builds competence, knowledge and skills appropriate to the needs of the people they care for and support. Their knowledge of the individual must be continually updated which means good communication and recording mechanisms where everyone shares their caring/supporting experiences for others to learn from.

A cooperative, collaborative approach to working with other multi-disciplinary professionals which benefits the individual being cared for can only lead to better outcomes. Activities that are culturally relevant, inclusive within the wider community so that relationships can be developed and maintained, enhance well being and mitigate social isolation.

Any grumbles or negative comments should be immediately picked up and explored by all levels of staff, to validate and expedite the niggles of day to day living, which, where left, can become a complaint. Complaints need to be listened to, acted upon, and resolved with all staff understanding their role and assisting individuals where required in facilitating such complaints.

Preferences and choices can only be met when they are known and part of this is the assessment process which includes the recording of all relevant information in a thorough, sensitive way, which in turn ensures the appropriate response in sometimes fraught and distressing circumstances, such as the end of life.

Our Legal Obligations

This organisation will fulfil and, where possible, exceed all legal requirements governing the conduct of domiciliary care agencies.

Staffing

* Provide staff who are reliable and dependable, arriving promptly and working the full period allocated,
* Offer a flexible service e.g. staff ask service users on each visit whether they have any particular needs or requirements.
* Only change staff for a limited range of legitimate reasons (see staff changes below).
* Consult service users or their representatives in advance about a significant change of staff.
* Keep service users and their representatives fully informed on care matters.
* Employ sufficient, suitably skilled and experienced staff.
* Provide staff with information and advice about service users, their needs and the provision of personal care.
* Provide staff with suitable assistance and appropriate equipment for the provision of care.
* Ensure that staff have access to support from a qualified and competent person, whenever they are working.
* Ensure that employing temporary staff does not detract from reasonable continuity of care.
* Ensure that all staff have job descriptions, receive appropriate training and performance appraisal, and are given assistance and time off when necessary to obtain relevant qualifications.
* Address any unsatisfactory elements of a staff member’s performance.
* Provide all staff with proper supervision.

Staff Changes

* The staff member is sick or on holiday.
* The staff member is undertaking training.
* The staff member ceases to be employed by the organisation.
* The service requirements change to an extent that the staff member lacks the necessary skills, physical capacity or specialist training to continue to provide a service.
* There is a requirement for additional hours or changed times of services which the staff member cannot fulfil.
* The service user makes a legitimate request for a change of staff member.
* A non-professional relationship has developed between the staff member and the service user.
* The work situation has become so stressful for a staff member that they need relief.
* The staff member is suffering abuse or discrimination.

In trying to provide a responsive service, sufficient staff deployed to meet service users’ needs is the prerequisite to safe care and treatment.

Continuity of Care or Support Workers

A manager or supervisor who makes the arrangements for a replacement worker should observe the following general rules:

* **Consult the service user or their representative if possible and if time permits. This is advisable in every case but is dependent upon circumstances.**
* **Always, unless the previous worker was found to be unsatisfactory, use a worker who as near as possible replicates the skills, experience and knowledge of the worker being replaced.**
* **If the service user has several workers supplying service, consider whether one of the other existing workers could be available; this could be made possible by extending hours or by shifting from other duties, but avoid setting off chains of changes that disrupt other service users.**
* **If the service user has had other workers in the past and was satisfied with them, consider whether they could be available.**
* **Ensure that the newly-allocated worker is briefed both by you and, if feasible, by the worker being replaced.**
* **If there is time, ensure that the newly-allocated worker receives appropriate specialist training before starting to provide service, or as soon after as possible.**
* **Apologise fully, express sympathy and as far as possible provide support to the service user and their carer or representative throughout the process.**
* **In cases where a service user has communication or comprehension difficulties, take special care to ensure, as far as possible, that they understand what is happening, and that the position has been explained to the service user’s relative or representative if there is one.**
* **In cases where a service user is receiving substantial help from a carer ensure that the situation is fully explained to the carer as well as to the service user.**
* **Remember that obligations exist to staff as well as to service users. Be careful not to reveal confidential information about a staff member.**
* **In communicating with a service user or their representative, always consider whether it would be best for a care worker who is familiar with the service user to carry out this function on the company’s behalf****.**

Specific Reasons for Making a Change

The worker is unavailable at short notice

Most sickness absence is unpredictable, so quick action is likely to be needed to fill the gap created by the non-availability of a worker. An attempt should be made to work out how long the absence is likely to be and to plan to cover the whole period rather than proceeding on a day-to-day basis. An absence arising from special or compassionate leave should be similarly handled.

Worker on Holiday or Training

It should usually be possible to anticipate absences resulting from holidays or training, to make careful replacement plans and to explain the situation fully to the service user in advance.

Worker Leaves the Organisation

It should usually be possible to anticipate absences resulting from a worker leaving the company, to make careful replacement plans and to explain the situation fully to the service user in advance.

Sudden, Unpredicted Need to Change Worker Permanently

If a worker, for example, leaves the company without notice or it becomes necessary to change a worker urgently for any of the reasons listed, quick action is likely to be needed to fill the gap. Consideration should be given as to whether it is possible to make an alternative long-term arrangement immediately, or whether a temporary arrangement is necessary until a more satisfactory long-term replacement can be available.

Service Requirements Change in Ways That Make It Impossible for the Worker to Continue

If a situation arises in which it becomes apparent that a worker does not have the necessary skills, physical capacity or training to deal with a service user’s changed needs or cannot be available for additional hours or changing times, it should usually be possible to anticipate the development and make planned arrangements for a replacement. If not, the point above applies.

Service User Requests a Change of Worker

If the service user requests a change of worker, the manager should of course explore the reasons. In most cases, since we always aim to meet service users’ requirements, the request should be met. Even if the request seems unreasonable, it may be wise to make a change as the relationship with the existing worker may deteriorate further. Only if the request seems flippant or if there are repeated requests, should we hesitate to comply with a service user’s wishes. Before making the change, the manager should: discuss the request with the worker to obtain as full a picture as possible; support the worker, if appropriate; and, if the worker was indeed unsatisfactory, to initiate any other necessary action, for example, further training, increased support or supervision, or, in serious cases consider disciplinary action. Subject to some discretion, the manager should confidentially brief the replacement worker on what happened.

A Non-Professional Relationship has Developed

If a non-professional relationship has developed between a service user and a worker, it is usually necessary to act swiftly, but the service user should still be consulted as fully as possible about the replacement. The manager should then assess whether the incident should lead to further training, disciplinary or other action in respect of the worker and, subject to some discretion, should confidentially brief the replacement worker on what happened.

**An Assignment Causes Severe Stress for a Worker**

If it is necessary to relieve a worker because of the stress the assignment generates, the situation should usually be anticipated and a carefully planned replacement introduced with full consultation. The new worker should, of course, be confidentially briefed on what has happened and, if appropriate, be provided with additional support. Careful consideration should be given to the future workload and support needs of the worker replaced.

Worker Suffers Abuse or Discrimination

If a worker suffers abuse or discrimination to an extent that they need to withdraw from a service user, the manager should thoroughly explore the situation and consider whether the organisation can continue to provide a service. If it is decided to continue, any replacement worker should be thoroughly briefed on the risks in the situation. The service user or their representative should still be consulted as fully as possible about the replacement, but they should be advised that any recurrence of the abuse or discrimination may prejudice the continuance of the service.

Related Policies

Adult Safeguarding

Co-operating with other Providers

Dignity and Respect

Meeting Needs

Related Guidance

CQC Guidance:

https://www.cqc.org.uk/guidance-providers/adult-social-care/key-lines-enquiry-adult-social-care-services

Training Statement

All staff, during induction, are made aware of the organisation’s policies and procedures, all of which are used for training updates. All policies and procedures are reviewed and amended where necessary, and staff are made aware of any changes. Observations are undertaken to check skills and competencies. Various methods of training are used, including one to one, online, workbook, group meetings, and individual supervisions.

Date Reviewed: May 2023

Person responsible for updating this policy: **IFEYINWA ODOEMENAM**

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