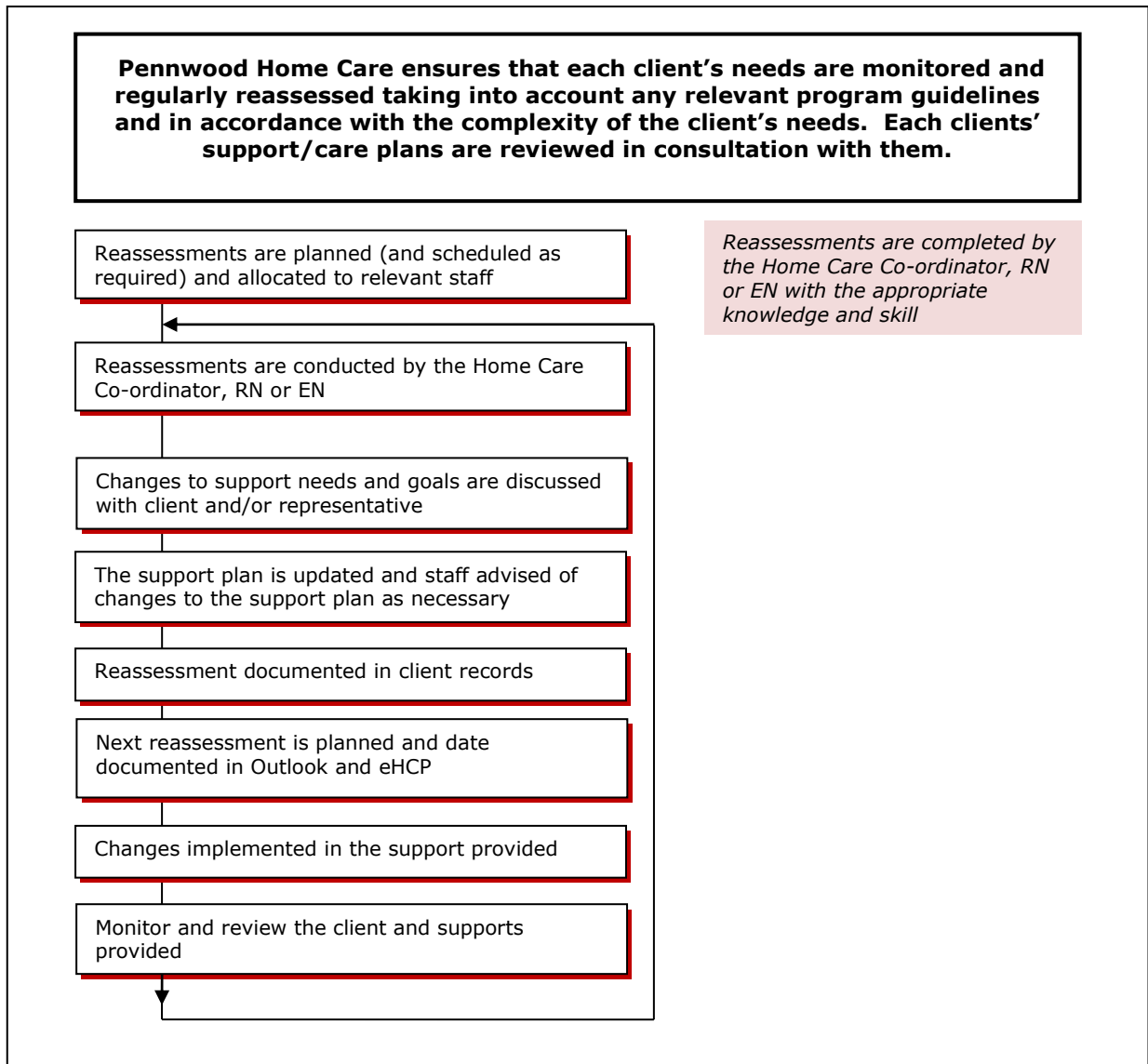




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HC12- CLIENT REASSESSMENT



FORMS AND RECORDS

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| HS06 Home Safety Checklist | Client records |
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HC12.1 - Client Reviews

12.1.1 REVIEW AND REASSESSMENT PLANNING

All clients are reviewed and reassessed at least annually or according to their needs and/or change in condition. Details of reassessment timeframes are included in 12.1.2 Purpose of Reassessment.

The need for a more frequent review is triggered by a request for additional support; a report of hospitalisation, illness or accident; ongoing or increasing use of clinical services by a client; the use of most or all contingency funds; a change in care that cannot be met by the Home Care Package funds; a change in living or carer arrangements; or a report of a decline in physical or mental health from:

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

The next review date for all clients is recorded in the client's records and on eHCP. The Home Care Co-ordinator, RN or EN enters assessments into their Outlook calendar.

The Care Plan is then updated to reflect client requirements.

12.1.2 PURPOSE OF REASSESSMENT

The review process, conducted at least annually, involves a reassessment of the client's current circumstances, condition and expressed needs with reference to:

- Their last assessment or review
- Current care plan (including goals)
- Renegotiation and update of the care plan and individualised budget
- support for the consumer to continue to make informed decisions, including whether the consumer wishes to change their level of involvement and decision-making in the management of the package
- A Home Safety Checklist and reiteration of information is only conducted annually unless required more often
- Feedback from the client and/or representative
- Input from other health care professionals/agencies (if relevant) and
- Client records.



12.1.3 REASSESSMENT PROCESS

Key points of the reassessment process are:

- An assessment interview time is arranged by the Home Care Co-ordinator, at the client's home and includes an invitation for the client's representative to be present if required or desired
- Consideration is given to any special needs the client may have in the reassessment planning process eg. an interpreter is arranged if necessary, an advocate or representative is present (with consent) if the client has a communication disability etc
- The reassessment includes:
 - Reviewing the existing Care Plan (printed from eHCP) together with client to determine what the client can achieve independently and what they require support with (any changes)
 - the client'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)
 - identification of carer supports and any needs in this area
 - an assessment summary is entered into eHCP that details the assessment information collected to define supports required and assist in the revision of the individualised support plan
 - a review of fees (if applicable)
 - referrals to other service providers must be arranged through My Aged Care (if applicable).
 - a new support plan is developed following the reassessment and included in the client records (a copy is kept in the home).

12.1.4 RESPONSIBILITY FOR REASSESSMENTS

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

- The Home Care Co-ordinator and
- RN/EN or referred to an allied health professional

12.1.5 CONSULTING WITH THE CLIENT

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

- the planned support is agreed and discussed with the client to ensure they understand and accept the supports proposed (if changed) and is based on promoting client control, wellness and reablement
- reviewing the care plan (including goals)



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- reviewing the individualised budget and/or fees (as applicable)
- The option of 'topping up' service delivery with services paid for directly by the client (if requested or required)

HC12.2 - Monitoring Client Reassessment Processes

Client assessment processes and systems are regularly audited as part of our audit program and staff, clients and other stakeholders are encouraged to provide ongoing feedback on issues and areas where improvements can be made (see [Community Calendar](#) and Section 5: Continuous Improvement).