

Consumer Care Plan and Service Reviews

POLICY

Periodic reviews of the consumer's Care Plan ensure processes are in place to monitor the health, needs, goals and preferences of the consumer, recognise and respond to changes in a consumer's condition and services and supports are in line with the consumers Care Plan.

Consumer service reviews may occur because of feedback or incidents or in line with the agreed Care Plan review date.

PROCEDURES

1. The review date of the Care Plan is agreed to during the development of the Care Plan and Service Agreement with the consumer and/or their representative. We inform the consumer that a review can occur earlier if their health, needs, goals or preferences change. The consumer or their carer and the Westmont delegate will sign and date the Care Plan.
2. The review may be conducted in person or over the phone. Nursing Care Plans will be reviewed in person if possible. (Dependent on pandemic restrictions)
3. During the review we will:
 - a) Review the current Care Plan to identify the consumer's initial health, needs, goals and preferences.
 - b) Review the Client Communication Notes to determine whether services are being conducted as agreed to in the Care Plan or there are changes in the consumer's condition.
 - c) Review the current Individual Emergency Plan or Client Assessment Summary and/or Individual Pandemic Plan to ensure consumer contact details, medical information, emergency contacts and emergency instructions are current, and update the Individual Emergency Plan or Client Assessment Summary and/or Individual Pandemic Plan as required.
 - d) Review the current Client Profile or Client Assessment Summary to check whether the consumers communication, mobility, medical or other needs, identified risks or values have changed, and update the Client Profile or Client Assessment Summary as required.
 - e) Complete the consumer Service Review Form and identify any actions required.
4. After the review we will:
 - a) Determine whether a new Care Plan needs to be developed, or a new Client Assessment Summary, Individual Pandemic Plan, OHS Home Inspection Checklist or Shower Assessment needs to be completed.
 - b) Address and complete any identified actions.
 - c) Provide the consumer and/or their carer with updated documents and Care Plan for review and signing.
 - d) Request the signed updated Care Plan and/or documents be resubmitted for recording on the consumer record.
 - e) Provide the consumer with fully signed and validated updated documentation.

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| Date approved: | June 2019 | By Department: | DCC | | |
| To be reviewed: | June 2022 | By Department: | CC Executive team | Key changes: | 1.1 Updated September 2020 – Community Nursing |
| Date approved | June 2022 | Approved by | Maralee Vogel | Key changes | 1.2 updated June 2022 – Client Assessment Summary |
| To be reviewed: | June 2025 | | | | |