

# NAAPS Small Community Services Model Policies & Procedures

## Individual Planning and Review

### Why do we need this policy?

The [.....] Service aims to deliver the support you require in a way that is personalised and fair and meets your current and changing needs and wishes safely and effectively.

### How will this happen?

Before or soon after starting with the [.....] Service you will be given the name of a worker who will be responsible for your care and/or support.

This person will meet you and/or your representative to agree the ways in which your needs and wishes will be met within the service. The decisions you reach together will be written down as a **personal plan**. The plan will be shared with all the workers who will be supporting you so that they know how best to do this.

The **personal plan** will aim to support you in doing as much as possible for yourself. It will be based on information from the assessment of your needs and wishes, and will include information and decisions about:

- what you prefer to be called
- any communication needs and how these will be met
- whether you require support in speaking up for yourself or making decisions, and how this will be provided
- the people who are important to you, and arrangements for staying in touch with them
- your social, cultural, and spiritual needs and how these can be met
- any specialist equipment you need and how this will be provided
- what food and drink you prefer and any special dietary needs
- your activities and leisure interests
- your personal care and health needs, including arrangements for taking medication
- decisions on potential risks, including any restrictions to your choices and freedoms which may be necessary for your own safety or the safety of others
- your hopes and wishes for the future
- any other services you receive and how these will be co-ordinated with this one, if necessary

- the name of an independent person or organisation who can be contacted if you wish to make a complaint or raise a concern;
- an explanation about the different roles of your Keyworker, Care Manager/Social Worker/supporter, and Advocate (also Care Programme Co-ordinator and Personal Budget Manager/supporter if applicable)
- how often your plan will be reviewed and who should be involved in the reviews

You and/or your representative will be given a copy of your personal plan. It will be in a format you can easily understand. The plan will be reviewed at least once every 6 months<sup>1</sup>, or sooner if your needs or circumstances change, or if you request a review.

**See these other policies and procedures and documents for further information on:**

- Assessment of Needs
- Personal plan
- Making choices and decisions
- Communication
- Contact with family and friends
- Cultural and religious customs
- Food safety and nutrition
- Personal care
- Daily life and inclusion in the community
- Safe friendships and relationships
- Risk assessment and risk management
- Staying healthy and making use of resources
- Handling medicines
- Management of people's money, valuables and financial affairs
- Joint working and information sharing
- Ending the service

***NB This model document should be adapted to fit the intended service***

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<sup>1</sup> Care Homes should review personal plans for Older People at least once a month