

# (NAME OF HOME)

## Procedures Manual

**Title: SUPPORTING SERVICE USERS TO MAINTAIN GOOD HEALTH (KLOE)**

### **1.0 Scope**

1.1 The support of Service Users to maintain good health and access to health care services.

### **2.0 Aims and Values**

2.1 To enable Service Users to have access to health care services.

2.2 To assist Service Users in exercising a degree of choice in accessing health care services of their choice.

2.3 To provide sufficient and appropriate information to enable Service Users make an informed decision about medical treatment.

### **3.0 Contents**

6.0 Supporting Service Users to maintain good health.

7.0 Choice of Services.

8.0 Healthy eating and nutrition.

9.0 Medical Treatment.

10.0 Transfer of a Service User to another service.

11.0 Recording.

### **4.0 Referenced Documents**

C4-063 Record of Medical Services Received Form.

C4-079 Individual Service User Plan / Support Plan.

C4-081 Service User's Daily Report Record.

### **5.0 Responsibilities**

5.1 Management, senior staff and all care staff.

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**This is the procedure to be followed**

**6.0 SUPPORTING SERVICE USERS TO MAINTAIN GOOD HEALTH**

- 6.1 The service has developed a health action plan in co-operation with the Service Users General Practitioner.
- 6.2 Each Service Users support and treatment needs should be assessed and recorded in the Individual Service User Plan / Support Plan, C4-079. The Service Users person centred care plan shall include a record of how the Service Users health needs will be met.
- 6.3 The Service User should be encouraged and supported to access appropriate health information and education within the residential service and the local community, including:
- Diet and nutrition
  - Recreation, interests and activities.
  - Smoking, alcohol and drug consumption.
  - Exercise and physical activity.
- This will be carried out in accordance with the Service Users' wishes and with respect to their privacy, confidentiality, gender and culture.
- 6.4 The manager should ensure that Service Users have access to screening, and early detection of the full range of health services available to them in the community.
- 6.5 Where Service Users require access to health care services due to a need or change in their health and are unable to arrange this for themselves, the senior member of staff should be responsible for arranging the required health care provision, this may be a doctor, dentist, optician or health professional. This must be done as speedily and timely as possible. A record of the arrangements should be maintained in the C4-079, Person Centred Care Plan.
- 6.6 Where it is not practical for the Service User to visit the health care service, the senior member of staff on duty should make arrangements for the provider of the service to visit the home.
- 6.7 Where appropriate emergency support and advice is sought and obtained from medical practitioners.
- 6.8 In some cases, relatives may wish to make appointments and arrangements for Service Users to visit health care services. Where this is not practical, the senior member of staff on duty should be responsible for making the arrangements.
- 6.9 The senior member of staff on duty should be responsible for the arrangement of transport for Service Users to attend health care services and escort where required.

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6.10 The manager will ensure that where required a health action plan for people with learning disabilities is developed in co-operation with the local primary care trust.

## **7.0 CHOICE OF SERVICES**

7.1 Service Users should be made aware of the provision of health and social care services or support relevant to their care, treatment and support.

7.2 Where Service Users choose to use other services, the senior member of staff on duty should help them to approach, or make a formal referral to, any other health and social care service or support they want to access, that are relevant to their needs, so long as their care, treatment and support will not be compromised.

7.3 Service Users will be able to register with a general practitioner, dentist, chiropodist and any other health service of their choice as far as this is possible.

## **8.0 HEALTHY EATING AND NUTRITION**

8.1 The importance of healthy eating will be drawn to the attention of the Service User by the keyworker as part of the Individual Service User Plan / Support Plan, C4-079.

8.2 When Service Users' meals are planned, the manager should ensure that the person responsible for cooking provides meals which are well balanced and nutritious.

8.3 Where Service Users prepare their own meals staff should encourage and support them to purchase healthy food items.

## **9.0 MEDICAL TREATMENT**

9.1 Where medical treatment is proposed the Service User will be given information that includes:

- The purpose of the proposed intervention.
- The form of the intervention.
- Its duration.
- The expected benefit.
- The alternative treatments available.
- Possible side effects, including pain and discomfort.

9.2 Health professionals or staff will provide explanations to Service Users that they understand their healthcare and treatment options and their likely outcomes. Explanations may address:

- Changes in medication.
- Changes in diet (to promote health).
- Changes with their overall health and explanations of options on treatment.

9.3 The manager should arrange for Health professionals to hold regular review meetings to support Service Users to monitor their health, specific changes to

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their health, or any further intervention that might be required.

- 9.4 If the Service User has any change to their health needs, staff should make a quick referral to the relevant health care professional to review the Service Users changing health care needs.
- 9.5 Where the Service User requires a mental health service it will be provided in the most appropriate setting that involves the least disruption to his/her daily life, that maximises the opportunities for continuity of treatment and takes account of the individual's wishes.
- 9.6 Where the Service User suffers from a long-term or progressive illness the Individual Service User Plan / Support Plan, C4-079, will be reviewed on a regular basis, to ensure that the appropriate assistance and support is provided.

## 10.0 RECORDING

- 10.1 All Service Users' health care needs will be recorded in the Individual Service User Plan / Support Plan, C4-079. Staff should keep a record of Service Users appointments for health care services by completing the Record of Medical Services Received Form, C4-063, and where appropriate on the Service User's Daily Report Record, C4-081.

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## Guidance for managers

### What the Care Quality Commission requires

#### Key Lines of Enquiry 2018 - Effective E5: How are people supported to live healthier lives, have access to healthcare services and receive ongoing healthcare support?

Prompt	Compliance Evidence
E5.1 How are people's day-to-day health and wellbeing needs met?	Section 6.0 of this procedure addresses the prompt
E5.2 How does the service make sure that people can understand the information and explanations about their healthcare and treatment options, including medicines, and their likely outcomes?	Section 9.0 of this procedure addresses the prompt
E5.3 How are people involved in regularly monitoring their health?	Para 9.3 of this procedure addresses the prompt
E5.4 Can people access care, support and treatment in a timely way and, where the service is responsible, are referrals made quickly to appropriate health services when people's needs change?	Para 6.5 and Section 9.0 of this procedure addresses the prompt

Managers will need to demonstrate to CQC that they are complying with the regulation and Fundamental Standard by following this procedure that provides the evidence.

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