

REVIEWS

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How we support people to move through our services thus ensuring a fair distribution of our resources.



Presentation Content

- Some thoughts on Assessment
- What is a review?
- Why do we need to review?
- What happens when we don't review?
- What happens when we regularly review?

Some thoughts on assessment

- Assessment is a process
- Beginning of relationship between DASS and partners with person, carers and family -
INTEGRATION
- Person being assessed is at the centre of the process at all times - PERSONALISATION
- A person's NEEDS must be FACS eligible
- TASKS ARE NOT MEASURED BY FACS
- Expectations must not be raised.

What is a review?

- A review is either 'scheduled' e.g. 6 weeks from assessment or 12 months from first review. Or it is 'unscheduled' e.g. requested by health/social care professionals, voluntary sector or family.
- It's a process to determine improvement or deterioration in a persons needs level and well-being.
- Are services/resources provided being effective?
- What is the person's view of how their needs have been met?
- Does the person do more for themselves?
- Do family/friends do more or less?

Why do we need to review?

- We need to ensure that we are providing services to meet appropriate levels of need.
- We need to monitor any improvements/deteriorations.
- We need to ensure we are re-abling people and not creating dependency.
- We need to help people move 'through' our services.
- We need to ensure that we are spending limited resources appropriately

What happens when we don't review?

- We risk creating dependency/increased expectations.
- We tie up scarce resources
- We risk developing poor practice e.g. approving increases without face to face contact, not responding to Independent Sector requests for reviews, not responding to requests from people who use services.
- We risk not meeting the critical and substantial needs of newly assessed people.
- We review as a response to shortage of resources instead of a systematic approach to review NEED.
- We get complaints

What happens when we review regularly?

- We manage our resources (public money) efficiently.
- People being assessed/reviewed expect and accept reviews are part of process.
- We are consistent in our approach, there are no surprises, people know services can increase, decrease and be cancelled according to need.
- Resources are available to those most in need.
- People are encouraged to sustain and improve their levels of independence
- Our financial and activity systems e.g. SWIFT, ESCR, and Financial systems, are current. We know how much we are spending and achieve a balanced budget.

And finally!!

- Evidence shows that reviews, particularly face to face reviews, do save money.
- longstanding night sitting provision in 3 cases produces weekly savings between £235.00 and £393.00
- Please prepare well for assessment/review visits – know the background.
- Following assessments/reviews please write up your notes/care-plan fully and promptly, complete paperwork to inform SWIFT, ESCR and Financial systems promptly.
- I recommend that you complete your recording during the week that you do your assessments and reviews.