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| Policy No: 03-2100 | Authorised:  | Date: 05/02/2020 |
| STAFF MONITORING & REVIEW OF THE CARE SERVICE | | |

This Policy defines the procedural arrangements in place for monitoring the effectiveness of the Care Service in accordance with individual service user Care Plans.

- Following assessment and finalisation of the agreed Care Plan requirements, the Organisation will prepare an individual Service User File within Mobizio. The Service User File will contain the following documentation or template:
 - Basic service user details (name, address etc).
 - The Care Plan.
 - The dates and hours of service to be provided, and frequency.
 - The allocated Care Worker(s) involved.
 - Record of visits undertaken and by whom
 - List of activities to be undertaken at which time and day
 - List of medication to be taken at which time and day plus dosage and route
 - Consent form for access to records
 - Social services care plan
 - Contract or purchase order
 - Risk Assessment(s)
 - Reviews undertaken
 - Concerns raised
 - Accident and incident forms
- At each visit, the activities assigned for that visit with details of the tasks completed, together with routine recording of the service user's progress and any relevant comments or observations.
- Within 6 weeks of commencement of Care Service for a service user, a member of the office team or Manager will contact the service user to check that the work is being carried out to the agreed standards. Any observations following this visit will be relayed back to the Care Worker for possible adjustment to the Care Services to be provided. Any such adjustments will constitute a Change to Contract and will follow the original Contract Review Procedures when the Agreement was set up with the Contracting Authority.
- Thereafter, the service user's Care Plan will be regularly reviewed to ensure that the service user is responding in a satisfactory manner, *i.e. that the care given is what the service user requires and needs*. Adverse reaction to the Care Plan by the service user will result in an immediate review of the Care Plan by the office team and amending it as needed.
- Each service user is subject to dynamical monitoring through access to our digital records available to the office team or Manager via the cloud. Additionally care workers report concerns and issues direct to the office via electronic communication which are dispersed to all managers and supervisors in real time.
- Independently of daily Care Worker duties, the office team or Manager will either telephone or spot-visit the service user on a regular basis to verify that the Care Service is continuing to be provided to the agreed standards.
- All amendments to the Care Plan will require the authorisation of the office team or Manager, and will be fully documented.