



Kirklees Good Practice Guide 1 Support Planning

1.0 Identifying Support Needs

The following list gives examples of what would be expected in a good needs assessment in order to identify support needs. The key support areas and support needs identified are not exhaustive. Support needs will be dependant on the service user, therefore some of key areas will not apply to everyone.

The assessment should be done with the full involvement of the service user and should be signed off by the service user and the support worker. Carers and advocates, where appropriate, should also be involved.

Key Support Areas	Possible Support Needs
Accommodation	Finding accommodation Support to complete housing application forms Support set up / pay utilities Awareness of tenancy obligations / occupier obligations Anti-Social Behaviour Orders's Move-on Repairs / adaptations
Finance	Budgeting Dealing with rent arrears Bills Welfare benefits Support to set up bank accounts Support to access income / Pension Wills / Insurance
Health	Physical Health Prompting with Medication Mobility / disability Hearing GP Chiropodist Dentist Health Eating Mental Health Depression

	Sexual Health Drug & Alcohol issues
Daily Living Skills	Support / Prompting to carry out daily tasks such as laundry, cleaning, shopping etc. Support to cook a healthy meal Prompting with personal hygiene Using public transport Support with correspondence
Emotional Well-being	Developing social networks & leisure activities Relationships Family / Friends Develop self confidence / self esteem Aspirations Cultural & Religious Social Inclusion Signposting to other services
Safety & Security	Risk assessment Managing risk Door entry systems Feeling safe & secure Emergency procedures Falling / Trips Physical abuse Sexual Abuse Financial Abuse Bullying Road safety
Economic Well-being	Signposting to Education & training Literacy & Numeracy Vocational courses Paid work Voluntary work Ambitions Meaningful use of time
Parenting Skills	Parental responsibility Schooling Child protection Contact with children

2.0 Support Planning

The support plan should use the needs assessment to prioritise support needs, set goals or outcomes, determine what needs to be done to achieve the outcome, determine who is responsible and set a review date. Again this needs to be done with the full involvement of the service user and should be signed off by the service user and support worker. Carers and advocates, where appropriate, should also be involved.

For example:-

Support Needs	Goals / Outcomes	What needs to be done?	Who is responsible?	Review Date
Enable service user to manage budget.	Service user can effectively manage their budget.	Develop weekly budgeting sheet.	Service user Key worker	xx/xx/xx

2.1 Case Notes

Alongside the support plan or within the support plan the service should also keep on-going case notes showing what support activities are being worked on with the service user on a day-to-day or week to week basis. The depth of case notes will be dependant on the level of supporting people funding. For example in depth case notes would be appropriate for higher level services providing over 5 hours of support per week.

For Example:-

Date: xx/xx/xx Visited Mr X went through budget plan and agreed weekly budget. Helped Mr X to compile a shopping list and reminded him of healthy options due to his diabetes. We also looked through Mr X's post and disposed of junk mail.

Date: xx/xx/xx Visited Miss Z. Helped her to complete housing application forms and pick areas. We also completed benefit forms and took them down to Job centre plus. Discussed local college courses. Miss Z to visit local college to obtain further details.

Date: xx/xx/xx Visited Miss Y. Accepted a property at xxxxx. Helped her to organise utilities and apply for housing benefit. Also helped to register with local health care services.

3.0 Review or Evaluation

Support plans should be reviewed regularly. For longer term services where support needs are more static the support plan should be reviewed at least once per year. For shorter term services support plans should be reviewed more frequently for example, 3 monthly or 6 monthly. The review should evaluate progress towards the identified support need and outcome or sign off outcomes that have been achieved.

The review may also involve carrying out the needs assessment again as the service user may have new support needs not identified at the initial assessment or due to a change in circumstances.

The process should be flexible and adapt to the changing needs of the service user.

Where appropriate, the review should also involve other key agencies involved with the service user such as CPN, Social Worker etc.

4.0 Risk Assessment

A good support plan should also deal with risk. This can be done in a separate risk assessment document or as part of the support plan. The risk assessment should identify any risk to the service user, what can be done to minimise the risk and when this should be reviewed. The Provider should also have a risk management policy which sets out how the organisation will deal with risk.

For example:-

Risk	What can be done to minimize risk?	Who is responsible?	Review Date
Service user forgets to lock the door.	Ensure service user is reminded to lock the door after every visit.	Service User Key Worker	xx/xx/xx
	Look at possibility of installing a door entry device.	Key Worker	xx/xx/xx

Again the risk assessment should fully involve the service user and any carer or advocate where appropriate. The risk assessment should also be signed by the service user, key worker and be dated.

As with the support plan the risk assessment should be reviewed regularly to ensure its effectiveness.

5.0 Other good practice in support planning

- Joint reviews with Health, Probation, Social Services, advocate etc.
- Confidentiality policy
- Support plans & reviews signed by service user & support worker
- Permission to view support plans by key organisations
- Good archiving system
- Exit Interviews / Quality Assurance

For more information contact the Supporting People Team on:

Tel: 01484 221721
Email: supporting.people@kirklees.gov.uk
Website: www.kirklees.gov.uk/supportingpeople

Or by post at: Supporting People Team
4th Floor
Civic Centre 1
Huddersfield
HD1 2NF

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