



the good care company



Tele: 01234 56789
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ANNE SMITH'S Service Plan

INSERT PHOTO

CONFIDENTIAL

The information in this service plan is confidential and should only be read by me, the owner, authorised 'the good care company' personnel and others with my consent.

Thank you.

I have written this service plan with
John Brown (Manager TGGC)
and
Brian Smith (son)
On
1.6.2020
It will be reviewed by
1.6.2021

Important Information About Me

The Basics

My name is Anne Smith
I am known as Anne (never Annie)
I was born on 06.06.1940 which makes me 80 years old
I am female
I live at 1, A House, A Street, Nice Town.
You can contact on 0987 654321
I speak English

Important People in my Life and How to Contact Them

My family and friends are Brian and Christine Smith (my son and daughter in law), Debra and Ian Jones (my daughter and son in law), my grandchildren and great grandchildren. I have a good friend, Pat and friends at church.

If I become unwell, please contact: Brian on 22222222 or Debra on 33333333

The professionals involved in my care are:

My GP: Dr Di A'gnosis, The Surgery, Script Street. Tele: 01234 999666

My district nurse: M A Tron, The Surgery, Script Street. Tele: 01234 999666

My pharmacist: D I Spencer & Sons, Pill Street. Tele: 01234 666999

My optician: Seewell's Opticians, Glass Lane. Tele 01234 222444

My dentist: Pullemoutquick & Co, Brush lane. Tele 01234 555777


My advocate: N/A

My CPN: U Staywell Tele: 01234 223344

My equipment service: N/A

Important Medical Information

- I had a stroke 5 years ago and have a left-side weakness.
- I have arthritis in my right knee.
- I have type 2 diabetes. **Dial 999 if I am disorientated or drowsy or losing consciousness**
- I am beginning to be a bit forgetful.
- I am very deaf and wear hearing aids.
- I am long sighted and wear glasses.

<h2 style="text-align: center;">My One Page Profile </h2>	<h3>All About Me....</h3> <ul style="list-style-type: none"> ✓ I'm 80 ✓ I was married to Tom for 50 years, I lost him 2 years ago.
<h3>What People Admire About Me....</h3> <ul style="list-style-type: none"> ✓ Young at heart ✓ Positive and independent ✓ determined to live to 100! ✓ Good sense of humour ✓ Interested in and cares about other people ✓ Likes to chat ✓ Lots of hobbies, likes to be kept busy and do interesting things ✓ I know what I want and stick to it - my family say I'm bossy! 	<ul style="list-style-type: none"> ✓ I've got a son and a daughter in their 50's, both married, 4 grandchildren and 3 great grandchildren. I love seeing them and they live close, they're good to me. ✓ I was clever at school and passed some tests so I worked in an office as a book keeper and a secretary for many years. ✓ I always looked after myself with nice clothes and hair, I like to look nice, I turned a few heads back then. ✓ I've still got a sharp mind for reading, crosswords, sudoku, radio shows, TV gameshows and things, but my eyes aren't what they were. ✓ My church is St John's. ✓ I used to be a good cook and baker and like nice food. ✓ I've always been quite nervy and since Tom died I've got very anxious and worried about little things and have felt very down which isn't like me. ✓ I'm a very positive person and want to keep going and be independent even after my stroke.
<h3>What's important TO me</h3> <ul style="list-style-type: none"> ✓ Living to 100! ✓ Being boss in my own house ✓ Seeing family ✓ Having a nice clean tidy home ✓ Looking and feeling nice ✓ Feeling safe ✓ Feeling calm and relaxed 	<h3>What's important FOR me</h3> <ul style="list-style-type: none"> ✓ For everyone involved in my care to understand and support me to manage my diabetes, including my diet, exercise and medication. ✓ To be supported around my mental health otherwise I get quickly very low mood, anxious and agitated,

<ul style="list-style-type: none"> ✓ Cooking and eating nice food, (none of that plastic rubbish) ✓ Having company and something interesting to do 	<p>including seeing people and going out.</p> <ul style="list-style-type: none"> ✓ To control the pain in my knee, otherwise I stop walking
<p>How to Best Support Me....</p> <ul style="list-style-type: none"> ✓ Treat me like an adult, not a child, I'm 80, not 8 ✓ Don't pressurise me to go to a day centre. I'm not going. ✓ I'm generally very positive, but sometimes get a bit down. Ask if I'm ok but don't fuss me ✓ Don't take over just help me ✓ Help me to look my best, I feel better then 	<p>A Good Day....</p> <ul style="list-style-type: none"> ✓ Up about 7.30 after about 8 hrs sleep ✓ Dressed first before breakfast with my pills ✓ Some good company during the day ✓ A snack at dinnertime ✓ TV gameshow, reading, puzzles – I can entertain myself (maybe a snooze) ✓ Proper meal at teatime ✓ A small sherry during the evening ✓ I like to be in my nightie by 9ish and bed when I'm ready

MY 'TYPICAL' WEEK

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
AM	Visit from 'tgcc' Support me to get up, shower, personal care, dressed, breakfast. 5 mins physio MONDAY ONLY CHANGE PAIN PATCH Leave covered snack lunch	Visit from 'tgcc' As Monday No shower Support to prepare tea for two	Visit from 'tgcc' As Monday No covered snack lunch needed	Visit from 'tgcc' As Monday No shower	Visit from 'tgcc' As Monday	Visit from 'tgcc' As Monday Hair wash	Visit from 'tgcc' As Monday No covered snack lunch needed
Mid morning					Communion 1 st Friday at 10am	Sue, Mobile hairdresser Sue at 9am	
Midday			Lunch club, sets off at 11am				Sunday dinner with family at 12ish
Mid afternoon	'tgcc' social time; cooking and baking. Leave main meal for tea. (Diabetes support group last Monday in month 2 to	Pat comes for afternoon tea about 2pm. Pat leaves main meal.		Coffee, Cake & Chit Chat Club sets off at 1pm – family sort main meal Barbara, cleaner, while I'm out.			

	3.30pm, family sort main meal)						
Teatime			Visit from 'tgcc' Prep main meal		Visit from 'tgcc' bring fish & chips	Visit from 'tgcc' Prep main meal Video call with Julie	Sunday tea with family home at 5pm
Mid evening	Visit from 'tgcc'	Visit from 'tgcc' Bath night	Visit from 'tgcc'	Visit from 'tgcc' Bath night	Visit from 'tgcc'	Visit from 'tgcc'	Visit from 'tgcc'
Night							
Other							

'the good care company'

DIGNITY AND RESPECT STATEMENT

What needs to be done – every person, every time. No exceptions.

- Remember you are an invited guest in the person's home.
- Treat the person, their family, friends and home with dignity, respect, politeness and kindness.
- This includes the way you act, the things you say and the things you write down.
- Enter the home in the way chosen by the person, always announce your arrival.
- Address the person by their chosen name.
- On entering, ask the person how they are today and act accordingly.
- Remember your role is to support the person to enjoy a good life, not just to work your way through a list of tasks.
- Do your job well and take pride in the work you do.

THANK YOU

1. UNDERSTANDING

What's happening now?

I understand and speak English
I am beginning to be a bit forgetful
My family have a Lasting Power of Attorney for health and welfare and
property and financial affairs

What I want to achieve (my outcomes)

To make my own decisions and choices for as long as I can

How staff can help me to achieve this

- Explain things clearly
- Don't give too much information or choices all at once, especially on the phone
- Repeat if necessary and be patient with me while you wait for an answer
- If you send letters or write things down use big letters so I can see it properly
- If there are important things I need to know talk to me first, but I am also happy for you to talk to my family
- Talk to my family if you think my memory is getting worse or I seem more confused

2. COMMUNICATION AND HEARING

What's happening now?

I speak and understand English
I am very deaf and wear hearing aids
I have an amplified telephone

What I want to achieve (my outcomes)

To be able to hear as well as possible so that my everyday life is affected as little as possible and I can still be involved in and make my own decisions.

How staff can help me to achieve this

- Knock on the door before coming in and shout out 'hello' very loudly so I know you've arrived
- Make sure my hearing aids are in every morning and they are clean (my family will show you how). I can remove them at night
- Tell my family if you think my hearing aid needs new batteries
- Look directly at me when you speak and speak clearly to me, don't give too much information all at once especially on the phone
- Explain things clearly to me, repeat if necessary and be patient with me while you wait for an answer, check my understanding
- Check the telephone is on the cradle and the wire is unravelled before you leave

3. SIGHT

What's happening now?

I am long sighted and wear glasses

What I want to achieve (my outcomes)

To be able to see as well as possible so that my everyday life is affected as little as possible and I can still be involved in and enjoy everyday living

How staff can help me to achieve this

- Make sure I have my glasses on every morning and they are clean
- Make sure a spare pair is on my side trolley and bedside table when you leave
- Put things back where you found them in the right place
- Make sure the floor is clear so I don't trip

4. MY PHYSICAL HEALTH

What's happening now?

I had a stroke 5 years ago and have a left-side weakness
I have arthritis in my right knee and wear a splint
I have Type 2 diabetes – I take tablets for this and go to a support group last Monday afternoon in the month.

What I want to achieve (my outcomes)

To be as healthy as I can for as long as I can
For my diabetes to be well managed
To control the pain in my knee
To keep as physically active as possible

How staff can help me to achieve this

- **Diabetes:**
 - Staff must have training in diabetes
 - Dial 999 if I am disorientated or drowsy or losing consciousness
 - Call the GP or take emergency action if I am unwell (Hyperglycaemic) symptoms are: weeing more often, being very thirsty, feeling nausea, having dry skin.
 - Encourage me to do as much for myself as possible so that I keep active
 - Arrive at regular intervals to prepare my meals
- **Stroke/left sided weakness:**
 - Encourage me to be active and to do things for myself if I can and not to do everything for me
 - Support me to do the exercises which the physio gave for 5 mins every day and make sure the exercise sheet is close when they leave
- **Arthritis in right knee:**
 - Put my knee brace on every morning and take off every night

5. MY MENTAL HEALTH AND EMOTIONAL WELLBEING

What's happening now?

I've always been quite 'nervy'
I'm usually a positive person, but I get very anxious and worried about little things since Tom died.
I've felt very down lately which isn't like me
A nurse visits every few weeks and I have tablets

What I want to achieve (my outcomes)

To get back to my usual positive self
To be occupied with something I enjoy

How staff can help me to achieve this

- Don't fuss me – just ask me how I am and if you're worried about me please talk to me and my family
- Support me to do some cooking and baking during my social time on Tues afternoon
- Make sure my book, puzzle books and pens, magazines, Alexa etc is next to me
- Help me to prepare, get ready and look my best when I go out or have visitors
- Note my mood and record this and be part of the reviews I have with my nurse every few weeks
- Talk to my family if you are concerned about me

6. MOVING AROUND INDOORS AND OUTDOORS (MOBILITY)

What's happening now?

I have a weak left side because of my stroke
I wear a leg brace on my right knee
I've got a wheeled walking rollator for in the house
I've got a bed loop
I've got a toilet frame
My family taxi me around
I have a wheelchair for when I'm outside which family get serviced

What I want to achieve (my outcomes)

To move safely around the house
To be confident and safe when I'm moving around the house

How staff can help me to achieve this

- I can pull myself up using the bed loop, walking frame and toilet frame. Staff just to be beside me for confidence only
- Make sure the rollator is in front of me when they leave
- Make sure I have my slippers on and properly fastened
- Make sure I have my glasses on and they are clean
- Make sure the floors are clear
- Walk at my side when they are with me for confidence only

NOTE – IS A FULL MOVING AND POSITIONING ASSESSMENT REQUIRED? ~~Y~~N
IF YES COMPLETE IT NOW

7. MANAGING MY MEDICATION

Note: The term medication is not limited to tablets and liquid medicines. It also means; inhalers, cremes, ointments, drops, sprays, capsules, patches and so on.

Note: **** home care providers do not order, collect or dispose of medication on behalf of individuals.

See - <https://www.kirklees.gov.uk/beta/adult-social-care-providers/domiciliary-care-medication-guidance.aspx> (password Kirkleesmeds)

<https://www.kirklees.gov.uk/beta/adult-social-care-providers/pdf/29-Home-Care-Medication-Assessment-2018.pdf>

1. Do you use any medication?	YES If 'NO' do not continue completion of this section 7				
2. Do you manage <u>all</u> your medication(s) independently?	NO If 'YES' do not continue completion of this section 7				
3. How are you supported to take/use/apply/instil each of your medications e.g. family member support/ carousel/ measured dosage system (MDS)/I need home care support	My granddaughter set up ALEXA to tell me when to take my tablets. I need help to change the pain patch every Monday morning.				
Only complete the rest of this form if you have answered in 3. above that you do need home care support. NOTE: **** Home care provider will look at all available options to enable you to manage your medication independently before taking responsibility for medication support.					
How do you get your medication? e.g. son orders and chemist delivers	Debra collects it from the chemist. It comes in 2 packets. The patches come in a separate box.				
Name of medication	I take it for -	It is packaged in e.g. original packet, bottle, MDS,	I store it in e.g. kitchen drawer, meds cabinet, fridge	I take/use it in the following frequency -	I need the following support to take/use it -
Amoxapine	Depression	Packet	On my side trolley	1 tablet (50 mg) by mouth AM & PM	None – ALEXA tells me
metformin	Type 2 diabetes	Packet	On my side trolley	1 tablet (500 mg) by mouth AM	None – ALEXA tells me

Buprenorphine patch	Arthritis pain	Packet	Top drawer bedroom chest	1 patch every 7 days. Monday AM	To safely remove and dispose of the used patch and replace it with a new one.
Diprobase	Skin integrity	Pump dispenser	Bathroom	Daily after washing	To apply in areas I can't reach

What I want to achieve

To take my medication correctly and safely
To carry on taking my tablets independently

How staff can help me to achieve this

- Make sure the tablet packets are on the side trolley on leaving
- Change my pain patch every Monday morning and dispose of it safely
- Record on the MAR
- Keep a 'watchful eye' and talk to me and my family if I am beginning to forget to take my tablets so that my care plan can be changed
- Apply Diprobase cremes after showers

**DOES A MAR NEED TO BE COMPLETED? YES
IF 'YES' IS THIS A PHARMACIST TASK? IF 'NO' COMPLETE IT NOW**

**DOES A BODY MAP NEED TO BE COMPLETED? YES
IF 'YES' COMPLETE IT NOW**

8. EATING, DRINKING AND FOOD PREPARATION (NUTRITION)

What's happening now?

I have diabetes, so eat a fresh healthy diet at regular intervals
Me and my family do my shopping on their telephone when they visit me
I'll choose what I want on the day or day before
I eat in my chair with a lap table
Staff can leave me to eat
I leave the used plates on the side trolley for clearing later or clear it myself
I like a small sherry on an evening

What I want to achieve (my outcomes)

To continue to eat good fresh healthy food of my choice (no rubbish)
To drink enough to help me keep well

How staff can help me to achieve this

- Put the shopping away when it has arrived
- Make casserole type meals and baking for the freezer at Tuesday afternoon social time
- Make breakfast of choice; something like muesli, yogurt, boiled eggs, toast, a glass of water and a cup of tea with milk and no sugar
- Leave a covered snack meal of choice for dinner; something like cheese and biscuits, a sandwich, a scone
- Leave sandwiches and cake for 2 on Tuesday
- Make tea of choice, my main meal; something like a freezer meal (staff will need to get this out the night before) or bacon and eggs or a salad or beans on toast.
- Bring fish and chips for Friday teatime
- Leave a glass of milk and a cracker at night
- Make a warm drink – coffee or tea, milk but no sugar at every visit
- Leave a cold drink on side trolley, water or squash at every visit
- Leave me a small sherry at tea call for during the evening.
- Clear up, wash and wipe dishes etc if I haven't done it.

9. GOING TO THE TOILET (CONTINENCE)

What's happening now?

I know when I need to go to the toilet
I walk slowly so don't always get there in time
I wear incontinence pants just in case
I sit and sleep on a kylie just in case
I have a commode next to the bed

What I want to achieve

To continue to use the toilet and commode as independently as possible for as long as possible
To be comfortable and fresh

How staff can help me to achieve this

- Empty and clean the commode every morning
- Check bed and chair kylies and change if needed
- Help me adjust my underwear for comfort if I have been to the toilet

10. PERSONAL CARE

What's happening now?

I try to do as much as I can but my stroke (left side weakness) makes somethings hard to do

I have a shower most mornings and a bath once or twice in the evening

I have a mobile hairdresser weekly and like my hair to look nice

I have a mobile podiatrist

I wear a bit of make up when I go out

My family take me to the dentist

What I want to achieve

To be clean and fresh and to always look my best

How staff can help me to achieve this

Dressing and undressing
Changing underwear

I'll do what I can, staff to help with things I can't do please don't 'take over'

Change clothes regularly

Clean day and night clothes daily please, I'll choose if staff can get them out for me please

Using a bath or shower

Shower most days, but I'd like a bath 2 evening each week. I'll wash what I can reach but need help with some places. Flannels – white for face, blue for body, patterned for intimate areas

Drying after a bath/shower

I'll do what I can, staff to help with out of reach areas.

Washing and drying hands and face

I can do this

Washing and drying intimate areas

I can do this

Applying Deodorant

Staff to do this

Applying moisturising lotions	Staff to do this.
Hair care – combing and washing	Hair wash every few days, I'll choose Sue, the mobile hairdresser comes every Sat at 9am so I have my hair washed in the shower ready for when she comes.
Cleaning teeth or denture care	I have an electric toothbrush to make it easier. Staff to plug in to charge battery. I have 2 dentures at front, staff to put in steradent every night.
Shaving	NA
Caring for fingernails and /or toe nails	My daughter takes me to the salon every 4 weeks for my fingernails doing. The podiatrist comes every 6 weeks.
Applying make-up	I put some rouge and lipstick on every day. Also spray some perfume for me
Support during menstruation	NA

**11. SEEING AND MEETING PEOPLE, GOING OUT AND BEING OCCUPIED
(SOCIAL SUPPORT)**

What's happening now?

I am close to my family and like to keep in touch with them all
I've started getting flustered with the phone
My good friend Pat comes every Tuesday for tea at 2pm
I have church friends and the vicar comes once a month for communion
I go to a lunch club and a coffee club every week

What I want to achieve (my outcomes)

I want to have some company every day
To keep up with my friends
To have something to do everyday like puzzles and quizzes,
music, stories and plays on the radio

How staff can help me to achieve this

- Help me to make a little tea for my friend, Pat every Tuesday morning. She comes at 2pm.
- Make sure I'm ready and looking nice for my lunch club every Wednesday. I set off at 11am
- Make sure I'm looking nice for The Coffee, Cake & Chit Chat Club every Thursday afternoon. I set off at 1pm
- Leave my puzzle books and pens, magazines, books etc next to me when they leave
- Make sure the phone is properly on the hook
- Make sure the Alexa and my instructions are next to me and remind me how to use it
- Help me on Saturday teatime when my granddaughter, Julie, 'videos' me on her phone.
- Help me sometimes to phone my family and friends

12. PERSONAL AND INTIMATE RELATIONSHIPS

What's happening now?

I lost Tom, my husband in 2018 and I miss him very much

What I want to achieve

To enjoy my memories

How staff can help me to achieve this

- Staff to give me time to chat about Tom if the mood takes me. I might get upset, just give me time and a kind word. Don't fuss and 'mollycoddle'!

13. REST AND SLEEP

What's happening now?

I nod off in the afternoon if I'm not occupied then I don't sleep at night

What I want to achieve

To stay awake during the day
A comfortable good night's sleep

How staff can help me achieve this

- Help me to relax in the evening by being calm and not rushing me
- Check the bedding to make sure it's clean and dry and change if not
- Pull back the duvet every morning and open the bedroom window to air the bed. Close the window overnight
- Make sure I have all my hobby things by my side

14. KEEPING WARM OR STAYING COOL

What's happening now?

I have under floor heating in my bungalow, it's automatic, I can switch it on and off

What I want to achieve

To be comfortable whatever the weather

How staff can help me to achieve this

- Advise what the weather is like so I can choose the right clothes
- Open bedroom window in the morning, close at night
- Leave hot/cold drinks depending on the weather
- Leave my blanket next to me when you leave

15. EQUIPMENT AND ASSISTIVE TECHNOLOGY

What's happening now?

I have: an amplified telephone
an Alexa
a Care phone pendant and a falls bracelet
a wheeled rollator
a wheelchair

What I want to achieve

To be as independent as possible for as long as possible
To stay in touch with family and friends

How staff can help me to achieve this

- Make sure the telephone receiver is on the cradle and the wire unravelled before you leave
- Make sure I have my Care phone pendant on during the day and it's next to me at night. I keep the falls bracelet on all the time
- Make sure the Alexa and my instructions are near me and remind me what to do if I forget
- Make sure the rollator is in front of me when you leave

16. SAFETY AND SECURITY

What's happening now?

Since Tom died I'm very worried about being safe, especially at night
I have a key safe
I keep the door locked
I keep a bedroom window open, closed at night

What I want to achieve

To feel safe and secure in my home

How staff can help me to achieve this

- Check the doors and windows during the evening and assure me that you've done it
- Lock the door when you leave
- Knock loudly on the door before you come on and shout out 'hello'
- Make sure my Care phone pendant is on

17. DEATH AND DYING

What's happening now?

I've discussed all this with my family who have a Power of Attorney (they know my wishes).
They told me about a 'do not resuscitate' form - I don't want to fill it in

What I want to achieve

I've told my family

Nothing just now

18. HOUSEHOLD TASKS

What's happening now?

Me and my family do my shopping on their telephone when they visit me
Family do the washing and ironing
I have a private cleaner, Barbara who I've known for years

What I want to achieve

To live in a comfortable clean, fresh smelling home

How staff can help me achieve this

- Leave the kitchen, bedroom and bathroom clean and tidy after use
- Check if any small jobs need doing when they call, like emptying the bin
- Strip the bed if it needed, put the washing in and then out to dry, remake the bed
- Throw away out of date food and leave a note for family if I need anything

CONSENT

I confirm that I have been consulted in relation to my service plan and associated risk assessments and risk management plans. I agree to keep **'the good care company'** up to date with any changes in relation to my support needs e.g. if I begin to take medication while at the service or if I begin to experience falls.

A) Written consent

I confirm that I give consent to care workers supporting me with my *care/*care and medication support needs according to my service plan. (*Delete as appropriate)

Signature:

Date:

B) Verbal consent

The above-named service user is able to consent but unable to sign consent due to:

Enter reason:

E.g. **** has had a stroke affecting her ability to hold a pen

Verbal consent has been given for care workers to support with *care/*care and medication support needs according my service plan. (*Delete as appropriate)

Name and Signature of assessor/provider:

Date:

C) Unable to consent

I confirm that I have **'Lasting Power of Attorney'** and am legally able to sign on behalf of the above named person. I give consent to care workers supporting the above-named service user *care/*care and medication support needs according to the service plan. (*Delete as appropriate).

I understand **'the good care company'** will require a copy (or see a copy) of any legal documentation confirming that I am legally entitled to sign on behalf of the above-named person.

Name and Signature:

Date:

Please note: There are 2 types of Lasting Power of Attorney (POA)

- property and financial affairs
- health and welfare

POA for Health and Welfare MUST be in place for a person to legally make decisions for a service user.

'the good care company' must make a record of the date the POA was seen and the date the POA was legally approved.

If a service user does not have capacity to consent or is unable to make certain decisions about their care and medication support and there is no POA in place then **'the good care company'** will need to carry out a best interest assessment/decision, if one has not already been done. Evidence of any best interest assessments must be retained on the service users file.

Full name and signature of **'the good care company'** representative:

Name/Signature

Job title

Date

GENERAL DATA PROTECTION ACT (2018)

'the good care company' will record and retain your personal information in order to assist in the provision of a quality care and support service. **'the good care company'** regards all information as strictly confidential, however, occasionally we may be asked to share information with other professionals such as Health Professionals and Kirklees Adult Social Care. **'the good care company'** will only provide such information with your permission. Additionally, in certain circumstances we may need to disclose information to a third party without your consent. We will only do this where there is a serious risk of harm to you or others, and where we feel that this is fully justified. We would ask you to complete the statements below:-

Please delete as appropriate:-

I* **give/do not give** permission to **'the good care company'** to share my personal information about me with other professionals such as Health Professionals and Kirklees Adult Social Care.

I* **have/have no** objections to my details being held on computer records and being used by **'the good care company'** in pursuit of its legitimate business.

Signature:

Date: