



## Care/Support Planning & Review Policy

<b>Person Responsible</b>	<b>Operations Manager</b>
<b>Author</b>	<b>Denise McGregor</b>
<b>Version</b>	<b>2</b>
<b>Issue Date</b>	<b>March 2025</b>
<b>Review Date</b>	<b>March 2028</b>
<b>Approved by</b>	<b>SMT</b>

## DOCUMENT HISTORY

Date	Author/Editor	Summary of Changes	Version No.
02.03.2022	Denise McGregor	New policy	1.0
03.03.2025	Iain Dodds	Review of version 1	2

Please note that the only valid version of the policy is the most recent one. Whilst this document may be printed, the electronic version posted on the main drive is the controlled copy. Any printed copies of this document are not controlled. As a controlled document, this document should not be saved onto local or network drives but should always be accessed from the main drive.

## CONSULTATION AND RATIFICATION SCHEDULE

Name of Consultative Body	Date of Approval
Senior Management Team	02.03.2022

## CROSS REFERENCE TO OTHER POLICIES/STRATEGIES

This policy should be read in conjunction with:
Risk assessment
Adult support and protection
Data Protection
Health and safety
Measuring outcomes policy

## **Contents**

1.0 Primecare Health Values.....	4
2.0 Introduction.....	5
3.0 Purpose.....	5
4.0 Scope.....	5
5.0 Legal/Regulatory Framework.....	5
6.0 Policy Statements.....	6
7.0 Responsibilities.....	6
8.0 Training .....	6
9.0 Monitoring and Evaluation.....	7
10.0 Review of Policy.....	7
11.0 Conclusion.....	7



## 1.0 Primecare Health LTD Values

Primecare Health LTD are true to the core purpose of our organisation and the services we deliver.

Working within these values will guide and deliver our vision and mission of Primecare Health Ltd.

LIKE IT....

**L**isten – always with interest, concern, and action.

**I**nspire – through every interaction so people can achieve their ambitions.

**K**ind – genuine care and compassion

**E**xcellence – by striving to be the best we can.

**I**ntegrity – acting ethically and being accountable.

**T**rusting – rely upon us to do what we say we will do.

## 2.0 Introduction

Primecare Health Ltd is committed to developing and sustaining the wellbeing and safety of individuals within their care. It is imperative to ensure that individuals receive personalised care that meets their unique needs and preferences. Care/Support planning and review are essential processes that facilitate this goal by outlining individualised care plans and regularly assessing their effectiveness. This policy outlines the procedures and principles governing care/support planning and review within Primecare Health Ltd.

## 3.0 Purpose

The purpose of this policy is to establish clear guidelines for the development, implementation, and review of Care/Support plans for individuals receiving a service from Primecare Health Ltd. It aims to ensure that care/support plans are person-centred, holistic, and responsive to the changing needs of individuals.

## 4.0 Scope

This policy applies to all Care & Support teams undertaking direct practice with support on behalf of Primecare Health Ltd. Staff members involved in the planning, delivery, and review of care and support, including healthcare professionals.

## 5.0 Legal/Regulatory Framework

This policy and associated procedures are written with regard to the following:

- Social Work Scotland Act 1968
- Adults with Incapacity (Scotland) Act 2000
- Mental Health (Care & Support treatment) (Scotland) Act 2003
- Adult Support and Protection (Scotland) Act 2007
- Human rights Act 1998
- Equality Act 2010
- Health and Safety at Work Act 1974
- Health (Tobacco, Nicotine, etc and care) (Scotland) 2016
- Management of Health and Safety at Work Regulations 1999
- Health and Social care Standards (Scottish Government, 2017)
- Code of Practice for Social Service Worker and Employers (SSSC, 2016)

## 6.0 Policy Statements

**Person-Centred Care/Support Planning:** Care/Support plans will be developed in collaboration with the individual receiving care/support, their family members or caregivers, and relevant healthcare professionals. Care/Support plans will reflect the individual's preferences, goals, and aspirations, taking into account their cultural, spiritual, and social needs to meet their desired outcomes. Care/Support plans will be stored electronically on Access Care planning.

**Holistic Assessment:** Prior to the development of a care/support plan, a comprehensive assessment of the individual's physical, emotional, psychological, and social needs will be conducted. This assessment will inform the formulation of goals and interventions within the care/support plan.

**Individualised Care/Support Plans:** Care/Support plans will be tailored to the specific needs and circumstances of each individual. They will outline clear and achievable goals, as well as the strategies and interventions to be implemented to meet these goals and outcomes.

**Risk:** Taking risks is an inherent part of life, Primecare Health supports positive risk taking as a means to develop and enhance the lives of people we support. We have a duty of care and must balance this with Individuals rights to a private life and self-determination.

**Regular Review:** Care/Support plans will be reviewed regularly, in accordance with the individual's changing needs and circumstances. Reviews will involve all relevant stakeholders and will be documented to ensure continuity of care and support.

**Documentation and Record Keeping:** All care/support plans and reviews will be documented accurately and maintained securely in the individual's records. Documentation will be clear, concise, and accessible to authorised personnel only.

**Confidentiality:** All information pertaining to the individual's care/support, including assessments, care/support plans, and reviews, will be treated with the utmost confidentiality in accordance with relevant data protection laws and organisational policies. Information will only be shared with parties on a "need to know" basis, Directors of the company will always have access to all information in order to have direct overview of all company decisions, communications, and incidents.

## 7.0 Responsibilities

**Management:** The management team is responsible for overseeing the implementation of this policy and ensuring that adequate resources are allocated for the development and review of care/support plans.

**Staff:** All staff members involved in care/support planning and reviews are responsible for adhering to this policy, actively involving individuals in the planning process, and documenting care/support interventions and reviews accurately.

## 8.0 Training

Training will be provided to staff members involved in care/support planning and reviews to ensure they have the necessary knowledge and skills to carry out their responsibilities effectively.

## 9.0 Monitoring and Evaluation

The implementation of this policy will be monitored regularly to assess compliance and effectiveness. Feedback from individuals receiving care/support and, their families, Guardians, other professionals, and staff members will be used to evaluate the impact of care/support planning and review processes and identify areas for improvement.

## 10.0 Review of Policy

This policy will be reviewed every three years or as required to ensure it remains up-to-date and aligned with best practices and regulatory requirements.

## 11.0 Conclusion

This policy outlines our commitment to delivering person-centered, holistic care/support through effective /support planning and review processes. By adhering to the principles and procedures outlined in this policy, we aim to enhance the quality of care and support provided to individuals receiving services within Primecare Health.

