

Appendix F – Supporting Information Requirements

[Reviewing changes in a Service User’s Care and Support Needs]

The Service Provider will be required to provide the following information where, following a Service User’s admission to the home and where appropriate allowing a reasonable period for the person to settle, it appears to the Service Provider that the Service User’s needs have changed. We hope to provide an electronic form to enable Service Provider’s to submit the information required.

1. Better Together Recording Sheet

- a) Written evidence of the Service User’s needs over the preceding 72 hours

2. Change of needs questionnaire

- a) What has changed recently that has led to this request?
- b) What are the risks (to client and others) of not having this level of support?
- c) What has been tried already to avoid the need for this level of support / placing the proposed restrictions and/or supervision?
- d) Has there been a recent medical and/or medication review?
- e) Does the client have capacity in regard to their care and support needs?
- f) Where the client lacks capacity, is there a LPOA in place or a court appointed deputy?
- g) If there is a DOLs in place has the need for this level of care been discussed with the DOLs team in respective to restrictive care levels.
- h) Where this relates to behaviour and cognition has this been discussed in the local CRT (Community Rehab Team) hub and/or have the local ICSD team been involved / assessed the client?
- i) Has the locality frailty team been asked for support?
- j) Have Technological Enabled Care (TEC) options been considered? If so, what has been tried?

3. Additional care hours

- a) How many hours of care are currently being provided?

The Commissioning Partners will require evidence that the Service Provider is already providing the individual with a total number of hours of care each week that meets or exceeds the assumptions set out at Appendix A to Schedule 2 Finance and Payments.

- b) Proposed number of care hours [direct care and/or nursing care hours] required to meet the person’s needs and why. Please explain how you have come to this figure.
- c) Proposed arrangements for the provision of these additional care hours, eg. to be delivered by which staff members / groups, when.

Is the proposed support going to be provided from within existing staffing or via an external agency?

- d) What is the additional cost of the proposed support?
- e) Could this person be eligible for Fast Track / CHC / joint funding?

4. Any other evidence-based information that illustrates the change in the person’s needs?