## **Assessing needs**

### The CQC inspection focus will look at how you assess and review the needs of the people you support. From the initial assessment to how you monitor and adapt support, the CQC will be looking for evidence about how you maximise the effectiveness of the care you provide.

### Assessing needs is an on-going process, and it is important to have robust systems in place to review and adapt people’s changing needs. From assessing the needs of your latest client, to reviewing the need of the person you have supported the longest, your processes must be effective and adaptable.

### Recommendations checklist

These recommendations act as a checklist to help you consider what you could potentially evidence, but it’s not intended as a definitive list. We hope they help you reflect on what evidence you might wish to share with the CQC.

|  | Yes | No | N/A | How we evidence | Action |
| --- | --- | --- | --- | --- | --- |
| We always take a strengths-based approach to assessing needs that focuses on what people we support can do, not just what they can’t. Where people cannot do some things, we include this in our support plans too |  |  |  |  |  |
| We can evidence how we involve people in assessing their own health and care needs. Where needed, we provide accessible information that enables them to make an informed choice. |  |  |  |  |  |
| Our care assessment process is holistic and looks at the whole person, including their emotional wellbeing, physical, spiritual needs etc. We use a range of assessment tools to support this process. |  |  |  |  |  |
| We ensure our managers and staff team are effectively trained and competent to undertake care assessment and review, a process that always involves the person we support. |  |  |  |  |  |
| Where any specialist support is needed to assess and review health and care needs (e.g., Trusted Assessor), we ensure this is promptly arranged and ongoing where required. |  |  |  |  |  |
| We ensure all initial assessments are undertaken prior to an individual receiving care from our service or – where this is not practical - as soon as is possible after commencing the care package. |  |  |  |  |  |
| Our managers and staff are effective in how they tailor communications (e.g., Accessible Information Standards) and check understanding about people’s health and care needs. |  |  |  |  |  |
| We regularly monitor and review people’s care needs, involving them in these processes and discussing associated changes that may be needed. |  |  |  |  |  |
| Our effective record management ensures that there is consistency across associated documentation, such as needs assessments, care plans, risk assessments etc. |  |  |  |  |  |
| We can provide documentation covering our decision-making process and how we involved people in these processes. Where appropriate, our evidence includes decisions around mental capacity and safeguards. |  |  |  |  |  |
| We regularly review the effectiveness of our needs assessments and monitoring and review processes as part of spot checks and quality assurance processes. |  |  |  |  |  |
| Where we identify areas for improvement, we will update and test new approaches and involve external expertise if required. |  |  |  |  |  |

|  |
| --- |
| Resources to help **GO Online: Inspection toolkit**  Learn more about how this is inspected via a short film, practical examples and resources [here](https://www.skillsforcare.org.uk/Support-for-leaders-and-managers/Good-and-outstanding-care/inspection-toolkit/Topic-focus.aspx?services=&kloe=effective-1&topic=assessing-needs).  **Recommendations checklists** Access the full range of all Recommendations Checklists, exclusively available to Skills for Care Registered Manager Members [here](https://www.skillsforcare.org.uk/Support-for-leaders-and-managers/Support-for-registered-managers/GO-guide-SAF.aspx).  **Good and Outstanding care support** Skills for Care’s Good and Outstanding care resources include practical e-learning modules, guidance and seminars to support you to meet CQC expectations. Learn more about what is available [here](https://www.skillsforcare.org.uk/go). |