## **Responding to people's immediate needs**

### Caring services will need to be effectively resourced to ensure that you can respond promptly to people’s immediate care needs. This requires a combination of safe staffing levels and team members able to identify and minimise discomfort, concern, or distress.

### Responding to people’s immediate needs will require staffing levels that provide the flexibility to spend more time with someone when needed. It also requires staff to recognise when additional levels of care are needed by individuals. From monitoring changes to listening to their needs, your care team should have the additional capacity to respond where needed.

### 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 can evidence how we respond to immediate care needs as part of our day-to-day delivery of care. |  |  |  |  |  |
| We can provide documented evidence of how we have promptly adjusted care to respond to the changing needs of the people we support. |  |  |  |  |  |
| We have plans in place to manage anticipated declines in health needs (e.g., crisis plans and strategies to manage fluctuating abilities/needs). |  |  |  |  |  |
| We ensure our staff team are effectively trained and supported to know how to monitor deterioration and use tools to respond to immediate care needs (e.g., RESTORE2, SBARD Communication tool, Advance Care Planning etc). |  |  |  |  |  |
| We build a consistent team around a person who get to know them well and recognise if something is not quite right. |  |  |  |  |  |
| We empower our staff to prioritise immediate care needs and wishes at the time they occur. |  |  |  |  |  |
| In addition to our ongoing monitoring of people’s care, our staff team listens to their concerns to identify any further action needed. |  |  |  |  |  |
| Our staff team are effective communicators who engage people in discussions about their immediate needs and an appropriate response respectful of their wishes. |  |  |  |  |  |
| We use tools and technology (e.g., DisDat, Pain Check etc.) to help staff recognise the signs that a person who is non-verbal is in pain. |  |  |  |  |  |
| We have clear escalation procedures and available expertise for our staff team to refer to when responding to immediate care needs (e.g., an on-call rota/extra support out-of-hours). |  |  |  |  |  |
| We provide access to additional resources and support to help respond to people’s immediate care needs, such as adaptive equipment, pain relief medication etc. |  |  |  |  |  |
| We use assistive technology to ensure assistance to meet people’s immediate needs can be provided in the least restrictive way. |  |  |  |  |  |
| When people we support need to decide on a change to their care, we provide sufficient time to allow them to process and make informed choices. |  |  |  |  |  |
| Our staff are able to dedicate extra time to providing support to help people manage their worries and anxieties. |  |  |  |  |  |
| We effectively document how we have responded to immediate care needs, ensuring these are reflected in handover notes, care plans and other records. |  |  |  |  |  |
| Where appropriate and agreed with the person we support, we will also update family, friends, and advocates on changes to their care needs. |  |  |  |  |  |
| Where appropriate, we respond to people with challenging or distressed behaviour in a safe, prompt, and person-centred way. |  |  |  |  |  |

|  |
| --- |
| 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=caring-1&topic=responding-to-peoples-immediate-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). |