

Client Assessments

1. INTRODUCTION

The purpose of this policy is to ensure that client needs and support requirements are identified in a comprehensive manner prior to any intervention commencing and are adequately documented.

2. POLICY

- 2.1 Client Assessment will take into account the clients
 - a Previous history
 - b Level of understanding
 - c Language and culture
 - d Age of the client
 - e Urgency of the clients need.
- 2.2 The assessment will be carried out by appropriately experienced and qualified staff.
- 2.3 The assessment documentation shall be completed, wherever possible, within 1 working day of the assessment. The maximum time for completion shall be 5 working days.
- 2.4 The service shall ensure that the client assessment starts and finishes within the time frames set, and is coordinated among service providers and other organisations to avoid duplication.
- 2.5 Where client care is ongoing, the client's assessment shall be reviewed at regular intervals. There regularity of the ongoing assessment must be part of the clients assessment documentation. The maximum interval for review shall be 6 monthly.
- 2.6 The client needs, outcomes and goals will be identified and documented.
- 2.7 The assessment will form the basis for service delivery planning.
- 2.8 Where there is a change in the client's condition, diagnosis, health status, care environment or support system, the client's assessment shall be reviewed.
- 2.9 The team will assess information in a timely manner with the appropriate service providers, with the client's consent.
- 2.10 The assessment shall be conducted in a way that identifies and removes barriers to sharing information and that respects the client's confidentiality.
- 2.11 The service will share the assessment results with clients and their families in a clear way that is understood by the client and within the appropriate legal parameters.

Responsibility for Procedure:

Managers

Approving Authority:

Chief Executive

Reference:

Operations

- 2.12 Discussion conducted under 2.11 with the client shall be fully documented.
- 2.13 Where a client is assessed as needing to be referred to other services, referral will be completed in consultation with the client.

3. RESPONSIBILITY

- 3.3 Employees are responsible for following this policy.
- 3.3 Managers are responsible for ensuring this policy is followed

4. COMPLIANCE

- 4.2 Any established breach of this policy may constitute serious misconduct and will be dealt with in accordance with the Employer's Policy on Discipline and Dismissal Procedures for Serious Misconduct.

5. REFERENCES

- 5.1 Health Act
 - 5.2 Health and Disabilities Services Act 1993.
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