

CARE PLANNING- GUIDANCE FOR STAFF

The app contains the information, within activities and case forms to help to get to know the person to be supported and to record important information relating to their support arrangements..

Ideally, as a minimum the 13 Good Life Support Plan / R&V, About Me and Customer Profile forms should be completed when we first start to support someone; during or after initial discussions with the person being supported and, where applicable, other important people in their life. All contributors should be recorded on applicable forms.

For some people it will be possible to complete these immediately, for others it may be necessary to complete it over a number of weeks. It must be completed within the first 6 weeks of the service, as per **CS02a Care Planning**

Staff should be utilising any communication tools the individual requires in order to ensure meaningful engagement.

The following information about the person to be supported should be recorded within Care Planning:

- Summaries of the individual's information in About Me Section
- Broad areas where they would like to achieve outcomes within Daily Planner and cross referenced to Good Life Support Plan / R&V
- People involved in making decisions (if applicable) in relevant case forms
- The responsible ARK Manager (Customer Profile Form)
- Important contact information (Customer profile and Key Contacts)

Each of the 13 Good Life Support Plan / R&V contain prompts to think about when completing. These are not exhaustive.

The Care & Support staff member completing these (or supporting the individual to complete these) must be clear which sections need to be completed. If ARK does not support the individual within a specific area of their life, these must not be completed. For example, if ARK is commissioned to support someone with social activities only, the 4.FINANCIAL Good Life Support Plan/ R&V would be marked not funded for this area. This is to ensure that the service does not keep information on the individual that is not relevant to their ARK support, and to avoid ARK taking on responsibility for support needs for which we are not responsible.

Good Life Support Plan – guidance for Care & Support staff

Any supporting documentation (e.g. easy read assessment tools) should be referenced in 2.COMMUNICATION Good Life Support Plan / R&V.