

## GOOD LIFE SUPPORT REVIEW - GUIDANCE FOR STAFF

**GOOD LIFE SUPPORT PLAN / R&V** (along with any other associated support documents) should be reviewed at least every 6 months to determine how well the support being provided is helping the person to achieve their desired outcomes.

Review meetings should be attended by the supported person, Care & Support Manager, support co-ordinator/member of the person's support team, LA Care Manager and other important people in the individual's life, such as their family, friends, and/or advocate whenever possible.

Note that only outcomes and tasks that ARK is funded to support the individual with should be discussed and reviewed. If ARK does not support the individual with an outcome, this outcome should not be selected on the Good Life Review Case Form.

Every effort must be made to ensure the review process provides the supported person with as much control as is possible.

- Any meetings should take place at the time and place which best suits the individual and with the people they want to attend.
- The supported person should be supported to access any help they need to prepare for meetings.
- Where the individual's service is funded by the local authority, their representative (usually a care manager) should be involved in the review process at least once a year. If no local authority representative takes part in the review, the reason for this should be recorded.
- If the person receives a service from other agencies (e.g. healthcare) their involvement in the review process should be sought (with the person's consent).
- Meetings should be held and documented in a way which makes sense to the person and encourages their involvement.
- If the supported person or other people important to them do not want to, or can't attend a review meeting, other ways of ensuring their involvement in the process should be explored.
- Review evidence can be made available to attendees with the supported persons consent (or that of the legal proxy). This will allow the individuals to view photographic evidence.
- If the supported person's family/Social Work representative cannot attend the review, the review should still take place ensuring the 6 monthly review is not late. Another review can take place to accommodate family/Social Work representative at a later date that suits.

THE GOOD LIFE SUPPORT PLAN - REVIEW CHECKLIST FORM - must be completed to ensure all documentation pertaining to the supported person is updated. This form also help ensure that scheduled reviews and checks happen. For example, it is expected that people who take medication have this reviewed by their doctor every year. If Ark do not support the person with this (in this example, the individual self-medicates), it should be clear that this is not our responsibility. This is to ensure that we do not become responsible for tasks that we are not funded for or infringe on people's independence.

Names must be specified in the **actions** section for who is responsible for completing any actions.

- The CSM must review the documentation on AIMS and sign GOOD LIFE SUPPORT – Review , as final version once completed

The GOOD LIFE SUPPORT - Review should be completed by:

- Recording the difference my support has made in each funded outcome area
- Identifying anything that needs to change by completing agreed actions in the Ark or External section

Providing feedback about the service provided by Ark or selecting that the person does not have the capacity, or does not agree to complete this section the **'How are we doing?' form** at the end can be completed by the individual or their representative. It is best that wherever possible, it is the individual. There is an Easy Read version of the feedback form to help with this.

The final question on the feedback form "Would you like to have your say in how Ark works?" is about participation in Speak Out group and other scrutiny activities. If people want to be involved in this, Care & Support staff can either advise they will ask the Participation Officer to get in touch, or pass on the Officer's details to the individual.

After the review, the **Good Life Support Plan / R&V's** and all appropriate case forms must be updated. The previous version will automatically be archived and the current version will be the only one visible on the Care Planning App

Example: **'Feeling safe and secure'**

The supported person may have identified that they want to be supported to go to the shop because they do not feel safe doing this independently – maybe shopkeepers have given them the wrong change, or people ask to "borrow" money from them.

### **GOOD LIFE SUPPORT - Review Outcomes Evidence form**

The progress they have made in this area could be that they have been practising how to be safe going to the shop, such as:

- Practised counting change with staff every week
- Practised querying the change if I thought it was wrong
- Staff wrote me a script so I know what I can say if I think the change is wrong
- Got staff to wait in the shop at a distance to step in if needed
- Then got staff to wait outside

### **GOOD LIFE SUPPORT - Review form**

How has support helped? May include details such as;

- I am confident that I can count my change up to £10
- I know roughly how much money to take with me to buy things – not having lots of money in my wallet makes me feel safer
- I know how to say that I think I have the wrong change without feeling scared or worried
- I feel confident to say “no” if people ask to borrow money outside the shop

Where the person has achieved the outcome. The new supports needed to maintain this level of independence must then be updated in the individual’s **Good Life Support Plan. / R&V’s** (for example: Staff come with me to the shop, but wait outside. I estimate the amount of money I need to go to the shop, and only take this amount with me).

The person may like to now set a new ‘safe and secure’ outcome about this same issue – it could be that the next goal they would like to meet is to go to the shop *without* staff waiting outside. This would be recorded in the appropriate GOOD LIFE SUPPORT PLAN / R&V’s

The review document, plus any meeting minute, must be checked by the CSM/OM and sent to all invitees within 4 weeks of the review to ensure a clear and transparent minute of the review has been taken outlining and outcomes achieved, new outcomes highlighted and actions agreed.