

**HOLISTIC CARE AND SUPPORT PLANNING POLICY**

**FOR:**

[*ORGANISATION*]

**Author**: [*Name, position*] **Version**: [*Number*]

**Release date:** [*Date*]

**1. Purpose**

[*Why are you introducing this policy? How will it ensure a high quality of person-centred care and deliver person-centred outcomes for clients?]*

**2. Scope**

[*Who does this policy apply to, inside and outside the organisation? Will they be expected to follow all of it? Are there any exemptions?*]

**3. Principles and Standards**

[*Who will be interested in knowing about this policy? Which national policies, regulatory guidance and local contracting requirements does this support and ensure compliance with?*]

**4. Policy Statement**

[*Insert your own policy statement that emphasises your commitment to providing an holistic approach to effective, safe and appropriate person-centred care and support planning. Consider how you develop your employees and ensure that health and social care needs are supported to enable each individual to achieve outcomes that are meaningful to them*.]

**5. Care and Support Planning**

[*How will the care and support planning process be carried out, who should be involved and how will it be recorded?*]

**5.1 Essential information**

[*What information should be recorded immediately, within what time frame and using which documents?*

**5.2 Assessments**

[*What will be included in the assessment process? What documents will be used? How will these be completed and who should be involved? What will the time frame be to complete these documents?*]

**5.3 Outcomes**

[*How will you ensure that each individual achieves their desired outcomes? How will this be recorded so that staff know what they need to do to make sure that these outcomes are achieved? How will outcomes achieved be recorded?*]

**5.4 Storage of records**

[*Where will records be stored to uphold dignity and respect, but ensure that key workers are able to refer to them and update as required?*]

**5.5 Review and updates**

[*How will you ensure that the individual care plans are reviewed and updated as required?*]

**5.6 Company guidelines for completing and maintaining care plans**

[Provide guidance on when updates should be recorded, what should be recorded, how the record should be written, who should be informed in certain circumstances and other key points that will ensure the care plan continues to accurately reflect the needs of the person.]

**6. Confidentiality**

[*Refer to the requirements of the Data Protection Act 1998 and how it applies to health records as well as the different methods of recording information. How will confidentiality be maintained in relation to security of storage? What will be recorded? Who will be able to access information? How will information provided ‘in confidence’ be dealt with?*]

**7. Audit of the Policy**

[*Why is an audit essential and how will it be carried out*?]

**8. Related Documents**

[*What other company policies should be referred to in relation to this policy?*]

**9. Document Review and Revision**

[*What is the procedure for reviewing this policy and who is responsible for this. In what circumstances may this be carried out immediately?*]

**10. Feedback on this Policy**

[*How should clients, relatives, employees, regulators or contracting authorities and other interested parties provide feedback in relation to the contents of this policy*?]