



Ealing House

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POLICY ON MEETING SERVICE USERS' NEEDS

Policy Statement

Ealing House believes that it is essential both that the prospective service user is confident their needs will be fully met by the home if they move into it and the home itself is fully confident that it will indeed be able to meet those needs. The home adheres fully to *Standards 3, 4 and 5 of the National Minimum Standards for Care Homes for Older People* covering assessment of need and trial periods.

Aim of the Policy

This policy is intended to set out the values, principles and policies underpinning this home's approach to the assessment of needs of its service users.

Policy on Needs Assessment

Ealing House firmly believes that it should only accept a new resident if a needs assessment shows that the home can adequately meet the needs of the prospective resident. All potential new residents should be treated in the following way.

1. Offered a date and a time to visit the home with a named member of staff.
2. Met in a warm and friendly fashion.
3. Shown around the home and invited to stay for a meal if they wish.
4. Offered a private, quiet area to discuss their personal details and specific needs.
5. Have all their questions answered fully, frankly and patiently.
6. Offered the home's leaflets and promotional literature explaining the process of application for a place at the home.

Any special needs should be addressed and the home should explain or demonstrate exactly how those needs will be met from day to day in practice.

Visits to the home by prospective new residents are arranged and conducted by:- *Sally Watson or Janet Hodge*

Training

All staff will be offered training to National Training Organisation standards covering basic information about individual care planning and needs assessment.

Signed: _____

Date: _____

Review date: _____