

Member Needs, Capacity, Care Planning

Needs

Many Self Directed Service (SDS) members have multiple conditions and needs that require a proactive, coordinated response. Making appropriate plans to meet a member's changing needs are critical components of the quality improvement process in health and social care.

Capacity refers to the ability to make a decision about a particular issue at the time the decision needs to be made. Assessing capacity is an essential aspect of the SDS care planning process. A member's capacity will be assessed on a decision specific basis by the staff members responsible for the aspect of the member's care and treatment.

In order to make the care decision, the member must be able to:

1. Understand the information.
2. Retain the information.
3. Uses the information for decision-making.
4. Communicate their decision.

SDS care planning embraces the care of a member to make their own decisions. It involves a process of assessment and member-centered dialogue to establish the member's needs, preferences and goals of care, and making decisions about how to meet those needs with the available resources. It can be oriented towards meeting immediate needs, as well as predicting future needs and making appropriate arrangements or contingency plans to address these.

A care plan is based on:

1. Member's needs
2. Member's preferences
3. Goals of care

Taking into consideration any member limitations:

1. Cognitive
2. Emotional/Psychological
3. Self-care: toileting and bathing, shopping and meal preparation, transportation, managing finances
4. Environmental/safety

Key principles

1. Effective communication, carried out with compassion and sensitivity, is fundamental to the process of providing good quality member-centered care.
2. The core to SDS care planning is the member making care and treatment decisions.
3. The member should be encouraged to regularly review any care planning documentation, to update this as appropriate, and to ensure that revisions are shared with those they wish to involve in their care.