Service User Assessment Policy

PRN-120: Service User Assessment Policy
Company Name: AI Auto-Tech Ltd
Trading/Business Name: CAREHOPES
Company Registration Number: 15556946
SIC Code: 88100 – Social Work Activities Without Accommodation for the Elderly and Disabled
Email: admin@carehopes.com
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1. Policy Purpose

The Service User Assessment Policy establishes a **structured, comprehensive, and legally compliant framework** for evaluating all individuals seeking companionship services from CAREHOPES.

This policy ensures that:

- TC understands each service user's identity, needs, risks, preferences, and legal status
- Service categories (A–K) are allocated safely and appropriately
- Safeguarding risks are identified early and mitigated
- TC complies with UK legislation including:
    - Care Act 2014
    - Equality Act 2010
    - Mental Capacity Act 2005
    - Human Rights Act 1998
    - Data Protection Act 2018 / GDPR
    - Immigration and Right-to-Stay regulations
- All assessment decisions are transparent, auditable, and professionally documented

No companionship service begins without a completed and approved assessment.

2. Policy Statement

CAREHOPES conducts service user assessments using the official **Service User Assessment Form**, completed by the service user or sponsor and reviewed by authorised TC management.

The assessment:

- Determines eligibility
- Identifies risks and triggers
- Establishes reasonable adjustments
- Confirms legal and immigration status
- Allocates service categories (A–K)
- Ensures companions are matched safely and appropriately

Companions do not access assessment data. They receive only the approved service allocation summary from supervisors.

3. Scope

This policy applies to:

- All new service users
- All sponsor-funded service users
- All service users represented by third parties
- All service users requiring reasonable adjustments
- All service users with disabilities or neurodivergence
- All service users with mobility challenges
- All service users requiring outdoor, indoor, remote, or specialised companionship
- All immigration-related eligibility checks
- All risk-related assessments
- All safeguarding escalations

4. Assessment Tool

The assessment tool is a structured digital form designed to collect all relevant information needed to make safe, lawful, and person-centred decisions.

The form guides service users or sponsors through a series of questions that help TC understand:

- Who the service user is
- Their health, mobility, and neurodivergent needs
- Their risks and behavioural triggers

- Their legal and immigration status
- Their service preferences
- Their reasonable adjustments
- Their care plan (if applicable)

This ensures TC has a complete picture before assigning companions.

5. Mandatory Assessment Indicators (Narrative + Indicators)

Each section below explains **why** the information is required, followed by the indicators collected.

5.1 Sponsor & Representation Information

This section establishes who is initiating the service request and whether the service user is self-represented or supported by a sponsor, organisation, or family member. It ensures accountability, safeguarding clarity, and legal transparency.

Indicators collected:

- Individual or organisation
- Representing self or someone else
- Relationship to service user
- Sponsor organisation name
- Sponsor first name
- Sponsor last name
- Sponsor occupation
- Sponsor email
- Sponsor phone number
- Sponsor address
- Sponsor postcode
- Type of business
- Organisation website
- Organisation address & postcode

5.2 Service User Identity & Demographics

This section confirms the service user's identity and demographic profile. Accurate personal information ensures correct record-keeping, legal compliance, and appropriate service matching.

Indicators collected:

- First name
- Last name
- Date of birth
- Age
- Gender at birth
- Current gender
- Gender orientation
- Address
- Postcode

5.3 Care Plan & Health Information

This section helps TC understand the service user's health background, mobility needs, and any existing care arrangements. It ensures companions are matched safely and that TC respects existing care frameworks.

Indicators collected:

- Care plan availability
- Consent to share care plan
- Mobility status
- Mobility diagnosis
- Wheelchair use

5.4 Neurodivergence & Disabilities

This section ensures compliance with the Equality Act 2010 and helps TC identify any neurodivergent conditions or disabilities requiring reasonable adjustments.

Indicators collected:

- Neurodivergent challenges
- Neurodivergent diagnosis
- Disabilities under Equality Act 2010
- Reasonable adjustments required (indoor & outdoor)

5.5 Risk Assessment

This section identifies any mental, physical, behavioural, or environmental risks associated with the service user. Understanding risks and triggers is essential for safeguarding and companion safety.

Indicators collected:

- Mental risks
- Physical risks
- Behavioural risks
- Risk categories
- Risk triggers
- Known behavioural patterns
- Known environmental triggers
- Known emotional triggers

5.6 Service Requirements

This section identifies what services the service user wants to opt for and whether additional activities or preferences need to be considered.

Indicators collected:

- Outdoor service requirement
- Service categories selected (A–K)
- Missing activities in selected categories
- Additional preferences
- Companion gender preference (if any)
- Companion skill preference (if any)

5.7 Immigration & Legal Status

This section ensures the service user has the legal right to stay in the UK during the period of engagement. It also verifies sponsor legitimacy where applicable.

Indicators collected:

- Immigrant or citizen
- Immigration status
- Right to stay in the UK
- Right to work share code

- Sponsor or service user date of birth (where applicable)

5.8 Consent & Data Protection

This section ensures the service user understands and consents to TC's lawful processing of their personal data.

Indicators collected:

- Consent for TC to process personal data
- GDPR compliance
- UK Data Protection Act compliance
- Confirmation of understanding of TC's privacy notice

6. Assessment Process

The assessment process follows a structured workflow to ensure consistency, safety, and legal compliance.

6.1 Intake & Initial Contact

TC receives the enquiry and provides the assessment form link.

6.2 Form Review

TC reviews the completed form for accuracy, completeness, and consistency.

6.3 Risk & Safeguarding Screening

Risks are identified, categorised, and escalated where necessary.

6.4 Service Category Allocation

TC assigns service categories (A–K) based on assessment indicators.

6.5 Reasonable Adjustments

Adjustments are documented and communicated to supervisors.

6.6 Immigration Verification

Legal eligibility is confirmed before service begins.

6.7 Final Approval

Supervisors and management approve the assessment.

6.8 Record Keeping

All assessment records are saved as PDF and stored in TC's cloud repository.

7. Service User Assessment Approval Checklist

A mandatory checklist ensures no assessment is approved without full verification.

Identity & Representation

- Sponsor identity verified
- Relationship confirmed
- Organisation details validated

Service User Verification

- Name, DOB, address confirmed
- Gender and demographic details recorded

Health & Mobility

- Care plan reviewed
- Mobility status assessed
- Wheelchair use confirmed
- Neurodivergence and disabilities documented
- Reasonable adjustments documented

Risk Assessment

- Risks identified and categorised
- Triggers documented
- Safeguarding escalated if needed
- Risk mitigation plan created

Immigration & Legal Status

- Immigration status verified
- Right to stay confirmed
- Share code validated

Service Allocation

- Categories selected
- Missing activities reviewed
- Outdoor needs confirmed
- Companion type assigned
- Supervisor briefed

Data Protection

- GDPR consent obtained
- Privacy notice issued

Documentation

- Assessment saved as PDF
- Uploaded to cloud repository
- Supervisor approval recorded
- Management approval recorded
- Safeguarding clearance recorded

8. Data Protection & Confidentiality

TC processes all data lawfully, securely, and in compliance with GDPR and UK Data Protection Act. Assessment data is restricted to authorised personnel only.

9. Responsibilities

- **Management:** Conduct assessments, approve assessments, maintain tools, ensure compliance
- **Supervisors:** Review assessments, allocate companions, communicate outcomes
- **Companions:** Follow supervisor instructions only; do not access assessment data

10. Audit & Quality Assurance

TC conducts quarterly audits to ensure:

- Assessment accuracy
- Risk categorisation integrity
- Service allocation fairness
- Safeguarding compliance

11. Policy Review

Reviewed annually or after legislative or safeguarding changes.