SERVICE USER REVIEW AND OUTCOME MONITORING PROCEDURE

PRN-128: Service User Review and Outcome Monitoring Procedure
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Trading/Business Name: CAREHOPES
Company Registration Number: 15556946
SIC Code: 88100 – Social Work Activities Without Accommodation for the Elderly and Disabled
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1. Purpose

This procedure provides a structured process for reviewing support arrangements, monitoring outcomes, evaluating effectiveness, and ensuring services remain responsive to individual needs.

The procedure aims to:

- Ensure support remains person-centred.
- Monitor progress towards agreed outcomes.
- Identify changes in circumstances.
- Recognise emerging risks.
- Measure service effectiveness.
- Promote continuous improvement.

Regular reviews help ensure that support continues to enhance wellbeing, reduce social isolation, and improve quality of life.

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2. Scope

This procedure applies to:

- Service users
- Employees
- Volunteers
- Managers

- Volunteer Coordinators

It applies to all individuals receiving companionship and wellbeing support services.

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3. Principles

Reviews and outcome monitoring will be:

Person-Centred

Focused on what matters most to the individual.

Inclusive

Ensuring service users have opportunities to express their views.

Outcome-Focused

Measuring progress and meaningful change.

Respectful

Valuing individual preferences and experiences.

Proportionate

Reflecting the complexity and level of support provided.

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4. Purpose of Reviews

Reviews provide opportunities to:

- Assess wellbeing outcomes.
- Evaluate satisfaction with support.
- Review support arrangements.
- Consider changing needs.
- Identify risks.
- Recognise achievements.
- Plan future support.

Reviews are intended to be supportive and constructive.

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5. Review Frequency

As a minimum:

Initial Review

Within the first 8-12 weeks of support commencing.

Routine Reviews

At least annually.

Additional Reviews

When circumstances change significantly.

Additional reviews may occur following:

- Safeguarding concerns.
- Health deterioration.
- Bereavement.
- Significant complaints.
- Changes in support arrangements.

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6. Preparing for a Review

Before conducting a review:

- Relevant records should be reviewed.
- Support activities should be considered.
- Previous outcomes should be examined.
- Any identified risks should be reviewed.
- The service user should be informed.

Preparation helps ensure meaningful discussions.

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7. Service User Participation

Service users should be encouraged to actively participate in reviews.

They should have opportunities to discuss:

- What is working well.
- What could be improved.
- Future goals.

- Preferences and wishes.
- Concerns or worries.

Reviews should be conducted in a way that promotes dignity, choice, and involvement.

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8. Involvement of Family, Carers and Advocates

With consent, reviews may involve:

- Family members.
- Carers.
- Advocates.
- Relevant professionals.

Their involvement should support the review process while maintaining the service user's central role in decision-making.

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9. Areas Covered During Reviews

Reviews may consider:

Wellbeing

- Emotional wellbeing.
- Confidence.
- Feelings of inclusion.
- Quality of life.

Social Connections

- Friendships.
- Community involvement.
- Reduction in loneliness.

Satisfaction

- Experience of support received.
- Relationship with volunteer or worker.
- Communication effectiveness.

Goals and Outcomes

- Progress made.
- Ongoing aspirations.
- New objectives.

Risks

- Safeguarding concerns.
- Environmental risks.
- Health and safety considerations.

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10. Outcome Monitoring

Outcome monitoring involves evaluating whether support has contributed to meaningful changes.

Examples may include:

- Increased social engagement.
- Improved confidence.
- Greater independence.
- Enhanced wellbeing.
- Increased community participation.
- Reduction in social isolation.

Outcome monitoring should focus on positive change rather than service activity alone.

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11. Measuring Outcomes

Outcome information may be gathered through:

- Conversations with service users.
- Review meetings.
- Feedback forms.
- Volunteer observations.
- Family feedback (with consent).
- Comparative review discussions.

Evidence should remain person-centred and proportionate.

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12. Identifying Changes in Circumstances

Reviews should identify changes such as:

- Health changes.
- New support needs.
- Housing issues.
- Bereavement.
- Safeguarding concerns.
- Increased vulnerability.

Changes may require reassessment or referral to relevant services.

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13. Reviewing Support Arrangements

During reviews, consideration should be given to whether:

- Current support remains appropriate.
- The frequency of support is suitable.
- Additional support may be needed.
- Community opportunities can be expanded.
- Alternative arrangements should be explored.

Support should remain responsive to changing needs.

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14. Safeguarding During Reviews

Reviews may reveal safeguarding concerns that were not previously identified.

Employees and volunteers should remain alert to:

- Abuse.
- Neglect.
- Exploitation.
- Self-neglect.
- Deteriorating wellbeing.

Any concerns identified must be reported in accordance with safeguarding procedures.

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15. Risk Review

Previously identified risks should be reviewed.

Consideration should include:

- New risks.
- Reduced risks.
- Changes to living circumstances.
- Safety of community activities.
- Lone working considerations.

Risk assessments should be updated where required.

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16. Volunteer and Worker Feedback

Volunteers and employees supporting service users may contribute observations regarding:

- Progress achieved.
- Participation levels.
- Emerging concerns.
- Additional support needs.

Observations should be factual and respectful.

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17. Review Outcomes

Following the review, one or more outcomes may be identified:

Continue Current Support

Support continues unchanged.

Amend Support

Adjustments are made to existing arrangements.

Increase Support

Additional support options are identified.

Reduce Support

Where goals have been achieved or needs have changed.

Close Service

Support is no longer required or appropriate.

All decisions should be clearly recorded.

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18. Goal Setting and Future Planning

Reviews should consider future aspirations and priorities.

Goals may relate to:

- Social participation.
- Community involvement.
- Wellbeing activities.
- Independence.
- Confidence building.

Goals should be realistic and meaningful to the individual.

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19. Outcome Recording

Review records should include:

- Date of review.
- Participants involved.
- Key discussion points.
- Outcomes achieved.
- Feedback received.
- Risks identified.
- Agreed actions.
- Review date.

Records should be completed promptly and stored securely.

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20. Unscheduled Reviews

An unscheduled review should be considered where:

- Significant concerns arise.
- Service user wellbeing deteriorates.
- Safeguarding issues emerge.
- Support arrangements break down.
- A volunteer or staff change affects service delivery.

Prompt reviews help ensure support remains safe and effective.

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21. Service Closure Reviews

Where support is ending, a closure review may be completed.

The review should consider:

- Outcomes achieved.
- Ongoing support needs.
- Signposting opportunities.
- Feedback on the service.
- Lessons learned.

Closure should be planned sensitively wherever possible.

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22. Feedback as Part of Reviews

Service users should be encouraged to provide feedback regarding:

- Quality of support.
- Reliability.
- Communication.
- Activities offered.
- Overall satisfaction.

Feedback should contribute to service improvement initiatives.

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23. Review and Outcome Monitoring Flowchart

Support Commences

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Initial Review Scheduled

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Review Conducted

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Outcomes Assessed

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Risks Reviewed

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Support Still Appropriate?

Yes → Continue / Monitor

No → Amend Support Plan

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Record Outcomes

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Schedule Next Review

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24. Case Study

Scenario: Increased Community Participation

A service user was referred due to loneliness and limited social contact.

Initial Outcome Goals

- Increase social interaction.
- Improve confidence.
- Encourage community involvement.

Review Findings

After six months:

- The individual attends a weekly wellbeing group.
- Confidence has improved significantly.
- New friendships have developed.
- The service user reports feeling less isolated.

Action Taken

- Existing support continues.
- New community opportunities are discussed.
- A follow-up review is scheduled.

Outcome

Positive wellbeing outcomes are evidenced and future goals are identified.

Learning Point

Regular review and outcome monitoring help demonstrate the real impact of companionship and wellbeing services.

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25. Responsibilities

Managers

Responsible for:

- Ensuring reviews are completed.
- Monitoring service outcomes.
- Supporting quality assurance.
- Reviewing risk information.

Employees

Responsible for:

- Conducting reviews.
- Recording outcomes.
- Identifying changes in needs.
- Escalating concerns.

Volunteers

Responsible for:

- Sharing relevant observations.
- Supporting outcome monitoring.
- Reporting concerns appropriately.

Service Users

Responsible for:

- Participating in reviews where possible.
- Sharing views and feedback.
- Identifying changing needs.

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26. Monitoring and Quality Assurance

The organisation will monitor:

- Review completion rates.
- Outcome achievement.
- Service user satisfaction.
- Support plan amendments.
- Safeguarding concerns identified.
- Review quality.
- Improvement actions arising from reviews.

Monitoring information will contribute to organisational learning and quality improvement.

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27. Review Arrangements

This procedure will be reviewed:

- Annually.
- Following significant service changes.
- Following safeguarding reviews.
- Following quality assurance audits.
- Following legislative or regulatory changes.

Related Policies

- Person-Centred Support Policy
- Service User Participation and Feedback Policy
- Quality Assurance and Continuous Improvement Policy

- Adult Safeguarding Policy
- Risk Assessment Policy
- Service User Referral, Assessment and Allocation Procedure
- Complaints Policy
- Records Management and Record Keeping Policy

Associated Policies

- Person-Centred Support Policy
- Service User Participation and Feedback Policy
- Quality Assurance and Continuous Improvement Policy
- Adult Safeguarding Policy
- Risk Assessment Policy