

RISK ASSESSMENT AND NEEDS ASSESSMENT

Before you receive a support service from Phoenix House, you should have had a Risk Assessment and a Needs Assessment carried out. Following these, a support plan will be drawn up, followed by an Outcome Monitoring Form. These documents will be completed with you.

The Risks Assessment and the Needs Assessment are questionnaires that are designed to find out what your support needs are and whether Phoenix House can meet them. Two members of staff from Phoenix House should have carried them out with yourself, and possibly any other worker and family members who support you. You should have had the opportunity to talk to the assessor staff about your needs and what support you would like or need from us.

The outcomes of all assessments and reviews will be explained to you. All decisions will be explained to all current service users. Decisions made following an assessment of prospective service users will also be explained to all successful and unsuccessful applicants. This will be done in writing.

The Risk Assessments, Needs Assessments and Outcome Monitoring are to be reviewed every 4 months, or earlier if necessary. The service user and possibly any other worker and family members who support you can request a review meeting at any time. This is to ensure that the staff at Phoenix House is giving you the necessary support that you need. Your input is especially important.

The Risk Assessments and Needs Assessments are to be completed jointly with the Support Worker(s), the Service User and any other party/agencies working with the service user. Where the service user disagrees with the decisions of assessments and reviews, the service user is to state their agreement or disagreement on the spaces provided on the forms. The service users also have the right to appeal against any decision made by Phoenix House following an assessment or review. In this case the Appeals Procedure is to be used.