Guide to completing Care Needs Review reports

The Care Needs Review (CNR) report is used by icare to review and confirm a person's current care need where their care needs and care program are stable, and a Standard or Complex Care Needs Assessment is not required. This guide aims to assist care needs reviewers in completing an icare Care Needs Review report. Prompts are also included in the report template.

The guide relates to completing the Care Needs Review report only. Refer to the Care Needs Assessment report and Guide for Complex or Standard Care Needs Assessments.

Category	Applications
Care Needs Review	**Participants/workers with:** • stable function • stable activity and participation needs impacting care • stable environmental factors • stable care program – no feedback throughout preceding care period to suggest re-assessment is required. Used when icare does not have internal capacity to complete a Care Review. Up to 2 consecutive Care Reviews may be completed before a Care Needs Assessment (Standard) is required. Hours claimable: 3 hours plus travel **Care needs review actions include:** • review of documentation (last CNA) • brief liaison with stakeholders (any or all of participant, family, informal carers, Attendant care Provider, health professionals, icare) • reflection of appropriateness of carrying previous recommendations forward or of any minor adjustments that might be required • report preparation (may be largely cut, paste and review of previous report) • completion of the ACSR if required (may be largely cut, paste and review of previous report) • providing any clarification or additional information to reviewing officer.

General Notes

• reviewers will receive a referral form with background information to assist in completing the care needs review. Included with the referral will be a copy of the previous care certificate.
• a Care Needs Review is used for participants/workers with stable function and care program. If there

has been feedback during the preceding care period to indicate changes may be required in the person's need for care, a standard Care Needs Assessment will be organised with an approved assessor from the panel.

- Care Needs Reviews are completed by someone who knows the participant/worker, their care needs and their care program well, and who may be visiting the participant's home intermittently for other reasons. This will often be an icare staff member. An external case manager or other professional involved with the participant/worker may be asked to complete the review where there is no capacity for the review to be completed internally.
- an Attendant Care Service Request (ACSR) must be submitted with a Care Needs Review Report if care services are being requested by the participant/worker or their family, even if these services are the same as for the previous care period.
- changes to requested care can be made on the ACSR submitted with the Care Needs Review Report.

Guidance on completing the CNR report template

Feedback on Current Care Program

Comment on how the current care program is working, including feedback from the participant, their family, the care provider and any other relevant parties.

Care needs reviewers should seek feedback from Care Coordinators, rather than approaching individual support workers.

The Person's Current Situation

Provide a brief explanation where a change in the person's current situation impacts on care needs or care provision.

Include a summary of current care supports where these are not funded by icare.

> When completing the two sections above, if significant changes are identified that will impact care needs, the reviewer should contact the icare contact and suggest referral for a Care Needs Assessment.

Additional considerations

Provide information on anything that is new or has changed since the last care needs assessment or review, where this impacts on the care program.

Comments/Observations

Indicate any additional comments or observations identified through the CNR process that will assist with the safe delivery of care and are recommended for follow up by the icare contact such as:
- identified training needs for support workers,
- personal preferences for support workers - such as age, gender, culture
- exploration of new equipment needs
- identification of equipment maintenance needs
- medical/specialist follow up

Dates

The proposed care period should be the length of time the reviewer can reasonably predict that the care need is likely to remain unchanged.

Care periods can be up to 2 years for a participant/worker with stable care needs.

> When 2 consecutive Care Reviews have been completed, referral for a Care Needs Assessment (Standard) should be made at the next review date.

Current care

Cut and paste the assessed care and requested care where appropriate from the previous certificate.

Findings/Recommendations

Select from the listed options which scenario fits with your review and complete the ACSR as required.

If the care needs review confirms there is no change or minor change to the person's assessed care need and funded attendant care support is not being requested, an ASCR is not required.

If the care needs review confirms there is no change or minor change to the person's assessed care need, and ongoing attendant care support is still required, the Attendant Care Service Request (ACSR) needs to be completed. This applies even where there is no change to the requested hours.

Any change to the assessed care needs or requested care should have been explained within the report.