COVID-19 Policy for Care + Risk Assessments

Document Control Summary

Title	COVID-19: Care and Risk Assessment Policy
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Approved by	Aljona Kopp (Registered Care Manager)
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Financial implications of doc	Minimal

Amendment history

Version	Date	Comments/Changes
1.1	10th September 2020	Updated Risk Assessment policy to make case by case decision on in-person assessment.

2.0	1st April 2021	Update to in-person risk assessments

During the ongoing pandemic we are advising all of our professional carers with updates and have introduced a number of measures to ensure that all of our clients and carers are as safe as possible throughout this pandemic. As always our team is here to answer any questions. You can get in touch by calling us on 020 3970 9900, by email on hello@edyn.care or by chatting with us on our website.

<u>Care Assessments policy</u>

As of 28th July 2021, edyn.care will be enacting the following position on care assessment:

All client assessments will be carried out by video call (Zoom) with either Aljona (Registered Care Manager) or Oliver (Chief of Operations). We understand it's always nice to meet with someone in person for an assessment, however we have put this measure in place to minimise the chances the virus has to spread, especially with many of our clients being 70+. After your initial video assessment one of Family Care Advisors will send carer profiles and organise a time for you to speak to potentially suitable carers and complete an introductory call.

Blog: what to expect from your care assessment

<u>Risk Assessments policy</u>

As of 28th July 2021, edyn.care will be enacting the following position on risk assessments.

Tier 1:

If it is the case that a video risk assessment will suffice, then Aljona (Registered Care Manager) or Oliver (Chief of Operations) will organise a video call with you. It is important that you have a portal video device and that you can walk around the property, so our team can see all areas of the property where care will take place.
Once a carer is found we will organise a start date and get this signed off with you. We will then make a decision on whether an in-person or a video risk assessment is required - this decision is taken by our Registered Care Manager and is on a case-by-case basis.

Tier 2 and 3:
If it is the case that an in-person risk assessment is required, then Aljona (Registered Care Manager) or Issop (Field Care Supervisor) will travel to you to complete a risk assessment - we will coincide this with the carer start date or a few days before. For risk assessments outside of London there is a £100 risk assessment fee.

In either case, all the information gathered during the risk assessment will be added to our online portal for you and your carers' viewing.

INTERNAL

Procedure : Client onboarding

Capacity understanding of assessors (Aljona, Oliver and Issop)

Care Assessors: Aljona, Oliver

Risk Assessors: Aljona, Issop

Aljona is able to complete 3 assessments per week - tier 1,2,3

Oliver is able to complete 2 assessments per week - tier 1,2

Issop is able to complete 3 risk assessments per week

Operational requirements against growth

August - September

8 client per month

20 assessments per month

5 assessments per week

6 hours to onboard clients per week

30 hours per week on onboarding new clients

October

10 clients per month

Assessor <> Sales handover

Assessment completed by … on the …

Information for package alert email:

Name of client:

Location:

Start date:

Tier: ***tier + male or female + single or couple + (if applicable) respite***

Pay:

Schedule: ***Desired rota (if long term) or number of Weeks (if respite)***

About the client

Conditions:

Primary challenges:

Mental capacity:

LPA,

DNACPR

Services:

Carer requires experience with:

Mobility / equipment:

Medication:

Interests:

Pets:

Smoker:

Driver:

Live-in agreement

Break arrangement:

Food allowance:

Money handling:

Nighttime disturbances:

Wi-fi:

Home environment:

Team

Who to contact:

Care manager:

Care coordinator:

End of content for email

Information to help carer search: ***e.g Male / female, personality, skills, etc***

Home risk assessment required: Yes / No

Home risk assessment date:

Additional fees

Three additional fees we want to introduce:

Food allowance: £35 per week [in-progress]

Carer who can drive: £40 per week

Carer with own car: £80 per week

Additional fees management

Managing which clients have additional fees and who doesn't

Add to client QA sheet which pulls through to bill sheet

When are fees collected from clients?

Solution:

1. Monthly fees bill

Create an additional monthly statement for clients who have additional fees? Populate in stripe and then send out via email?

2. Add to invoices

Long term solution in product solution

When are fees distributed to carers?

Sales Pain points

Sourcing carers on trello (management of trello carer board) - Introductions zoom problems (join calls)

Decision on who is completing assessment (times of Aljona / Oliver booked via calendly?)

Adding information from pipedrive to portal - need to add as much information as possible

Assessor handover to sales ? food allowance, money handling, Consent to care, LPA, DNACPR, medication lists, emergency contacts, break arrangements,