

## Appendix 3

### Care Levels and Definitions

#### General

All Care Plans are agreed with the citizen with the objective of supporting their aspirations and expectations and promoting their right to lead as independent a life as possible

The Care Levels are needs based and will be agreed with the citizen, Adult Social Care (ASC) and the Provider. The options contained within each care level are for illustrative purposes only and care plans should reflect the particular needs of the individual citizen. No one task will lead to a higher care band if the task can be delivered within the hours contained within the band.

Care should be delivered flexibly with a focus on achieving the outcomes for the citizen. As long as the total number of hours does not exceed the number contained within the agreed level, care hours can be delivered either in the day or night depending on the needs of the Citizen.

The Provider may make further services available to citizens at an additional cost for the avoidance of doubt the Council **shall not** be liable for the cost of any further services used by citizens. Examples of further services are:

- meals in the restaurant;
- activities, entertainment and outings;
- health and fitness club;
- chiropody;
- hairdressing.

Further services could also include additional hours of care and / or housing keeping which are in addition to those commissioned by Nottingham City Council and does not form part of the citizen's individual care plan.

#### Level 1

1.1 A level 1 care package should include a maximum of **4 hours** of care per week

1.2 Citizens with a level 1 care need is likely to have an ability profile score for mobility plus activities of daily living between 2 and 16. The psychological scoring and the citizen's mental well-being should also be taken into account.

1.3 A level 1 care package could include the following options:

- brief daily visit, for assistance with dressing, washing or meal preparation e.g. administering eye drops, or prompting to self-administer medication;
- Care and Support Workers present at the Premises building 24 hours a day, providing emergency call system cover;
- assistance weekly with one or two of:- shopping, bathing, laundry, housework (shopping may be a delivery service by a local shop, or assistance to a local shop);
- attendance at social activities daily if wished;

1.4 A level 1 care plan should be reviewed with the citizen at least every six months;

## **Level 2 (Assistance and Reminders)**

2.1 A level 2 care package should include a maximum of **11 hours** of care per week

2.2 Citizens with a level 2 care need is likely to have an ability profile score for mobility plus activities of daily living between 17 and 35. The psychological scoring and the citizen's mental well-being should also be taken into account.

2.3 A level 2 care package could include the following options:

- all of the options set out under Level 1 (Assistance) plus:
- additional planned contact with staff once or twice a day;
- assistance weekly with any or all of: shopping, bathing, laundry, housework;
- assistance with clothes selection and dressing;
- reminders/monitoring;
- reminders/orientation regarding meals, nutrition and hydration;
- assistance with daily bed making;
- observation and ad hoc reminders and assistance;
- assistance with ordering and administration of medication;
- liaison with other professionals as required, e.g. GP, district nurse, social worker;
- assistance with booking appointments, and with arranging transport to the appointment;
- escort to social club and/or restaurant once a day if applicable;
- escort or reminder to attend the social facilities enable and prompt the Service User to attend interest groups, to participate in the schemes decision making;
- assistance of volunteer to help participation in activities; and

2.4 The care plan should be reviewed with the citizen every 6months.

## **Level 3 (Personal Support and Assistance)**

3.1 A level 3 care package should include a maximum of **15.5 hours** of care per week

3.2 Citizens with a level 3 care need is likely to have an ability profile score for mobility plus activities of daily living between 27 and 49. The psychological scoring and the citizen's mental well-being should also be taken into account.

3.3 A level 3 care package could include the following options:

- all of the above options set out under Levels 1 and 2 plus;
- daily help with clothes selection, dressing, personal care and orientation;
- help with bathing or showering;
- supervision of meals and fluids;
- Two person transfers where required
- provision of pension collection service; advice on setting up bank account and standing orders; and

3.4 The care plan should be reviewed with the citizen every 6 months.

#### **Level 4 (High levels of personal care, support and assistance)**

4.1 A level 4 care package should include a maximum of **22.5 hours** of care per week

4.2 Citizens with a level 4 care need are likely to have an ability profile score for mobility plus activities of daily living of over 35. The psychological scoring and the citizen's mental well-being must also be taken into account.

4.3 A level 4 care package could include the following options:

- all of the above options set out in Levels 1, 2 and 3 plus:
- escort to social club and/or restaurant twice a day;
- assistance with personal finances'
- assistance with bladder and bowel incontinence through a continence programme;
- assistance with preparation of hot drinks through the day;
- frequent well-being pop-in checks
- use of hoist for moving and handling
- occasional escort for hospital appointments and to the surgery, if relatives are not available
- staff present at activities to enable and prompt the resident in participating

Level 4 care plans should be reviewed with citizen every 3 months

#### **Level 5 (High level of personal care, support and assistance)**

5.1 A level 5 care package should include a maximum of **33.5 hours** of care per week

5.2 A citizen accessing this service likely to have an ability profile score for mobility plus activities of daily living over 45, and significant health needs.

5.3 A level 5 care package could include the following options

- all of the above options set out in Levels 1, 2, 3 and 4 plus:
- daily assistance with eating, by one-to-one feeding, or the provision of special diet. Monitoring of nutrition and fluid intake. Monitoring of nutrition and fluid intake;
- two person transfer;
- assistance with bladder and/or bowel incontinence through a continence programme;
- artificial feeding and supervision;
- assessment of Waterlow and tissue viability and use of the appropriate equipment;
- wound care management as required;
- organisation of speech therapy and physiotherapy as required;
- intervention for diabetes management;
- palliative care as appropriate;
- a 'well-being' check every three months

5.4 The care plan shall be reviewed with the citizen every 3 months