



Rukambs Care Assessment Checklist:

Your Guide to a Great Care Assessment with Rukambs Care.

This checklist has been created to help you feel confident and prepared for your care assessment with Rukambs Care. We've included important things that both the Care Quality Commission (CQC) and Medway Council look for in top-quality care, so you can be sure you're getting the best possible service.

Rukambs Care is a new service, so this checklist can help you understand what standards they're aiming for.

I. Getting Ready for Your Assessment

- **Understanding What Matters to You:**
 - Take some time to think about what kind of help and support you need. This could be anything from help with getting washed and dressed, to specialised care for dementia, support with physical disabilities, or just a bit of help around the house.
 - **Reflect on what truly makes a good day for you.** What do you enjoy? What do you want to be able to do? This will help you discuss what you want to achieve with support from Rukambs Care.
- **Gathering Useful Information:**
 - Collect your medical history, any notes on your current medications, and any relevant reports or assessments from doctors or other health professionals.
 - If you have a care plan already, gather the details, so you are ready to discuss your current arrangements.
 - **Jot down any questions you have for the team at Rukambs Care.** No question is too small or silly, it's important you feel happy and well-informed.
- **Understanding the Assessment Process:**
 - Remember, the assessment is a chance for Rukambs Care to truly understand your needs and preferences, so they can create a care plan that's perfect for you.
 - Be aware that the CQC uses 'I statements' which are all about what is important to you, and 'quality statements' which focus on what services should be doing.

Preparing for Assessment



II. During Your Assessment

• Your Safety and Wellbeing

- Share how you feel safe and ask how Rukambs Care will help you manage your health and care with confidence.
- Ask about their procedures if something goes wrong, or an accident happens.
- Discuss emergency contact details and what would happen if there is a crisis.
- **Make sure you feel safe from bullying and abuse and that your care will be delivered safely while you are still supported to live life your way.**
- Ask if the buildings and equipment used will be clean, and support your safety.
- Confirm there will be enough staff with the right skills to give you the help you need.
- Ask how your medicines and treatments will be safe and planned with you involved.

• Effective Care

- Ask how Rukambs Care will make sure that your care and treatment follow the latest guidelines.
- **Check they will liaise with other services so you don't have to repeat yourself.**
- Make sure you know how you will be supported to manage your own health with choice and control.
- Discuss how your care and treatment will be regularly checked to make sure they're right for you.
- Confirm you understand your rights regarding your care and treatment decisions.

• Kindness and Compassion

- **Make sure you feel that you will always be treated with respect and dignity.**
- Discuss how you can be encouraged to look after your own health and wellbeing.
- **Check you will be in charge of your care plan and will get help from people who know and care about you.**
- Confirm you will be able to spend time with your loved ones.
- Ask how the staff will get to know you and your preferences, so you are treated as an individual.
- **Make sure they listen to you, respect your wishes and deal with them quickly.**

• Responsive Care

- Confirm that you will be supported to plan for important changes in your life.

- **Ask how you can access your health records and decide who can see your information.**
 - Check that the information you get will be correct, up to date and easy to understand.
 - Enquire about giving feedback and how that will be used to improve the service.
 - **Ensure you have a say in choices and decisions about your care and treatment.**
 - Check how well the service knows the needs of the local community.
 - **Confirm you will get the care you need, when you need it.**
 - Ask how the service makes sure that people who have poorer experiences are supported, and how this is improved.
 - Ask how you will be supported through key moments in your life, including end of life support if you require it.
- **A Well-Run Service**
 - **Ask what their plan is and how the staff understand it.**
 - Check how managers support and guide staff members.
 - Enquire about how comfortable staff feel to make suggestions or complaints.
 - **Ask how the service makes sure that staff feel welcome and are treated fairly, no matter their background.**
 - Confirm that there are systems in place to make sure the service runs well, and that people are kept safe.
 - Ask how they work with other services and your community.
 - Ask how the service learns and improves.
 - **Enquire how the service addresses issues like pollution and climate change.**

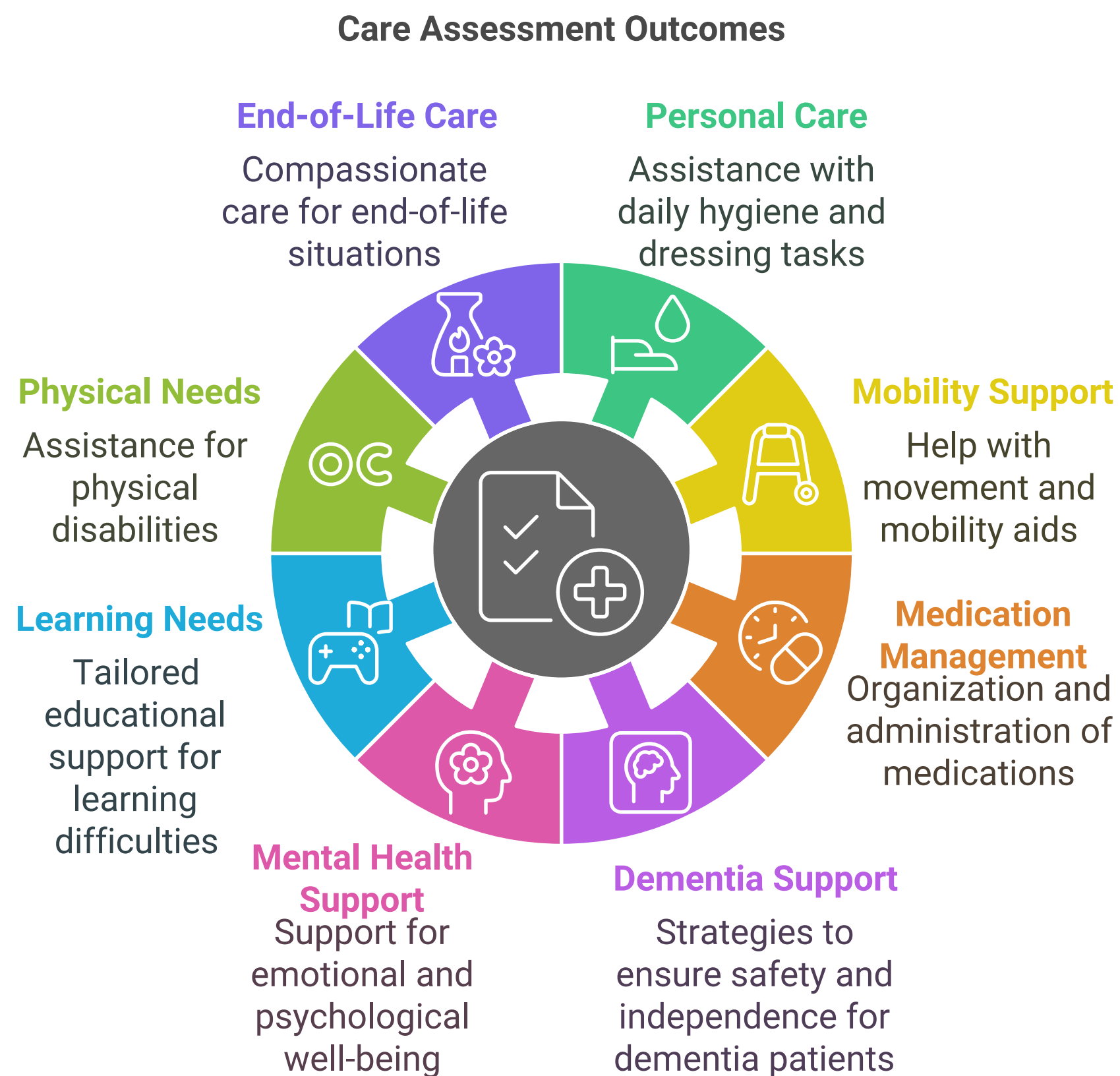
Comprehensive Care Assessment Overview



III. Your Specific Care Needs

- **Personal Care:** Discuss help with washing, dressing, and looking after your personal hygiene.
- **Getting About:** Check how they can help you move around and if you need aids or equipment.
- **Medication:** Confirm how your medication will be managed and given to you.
- **Dementia Support:** Ask how they can support your independence and keep you safe if you have dementia.
- **Mental Health Support:** Discuss any mental health needs and how they can support you.

- **Learning Needs:** Enquire about tailored support for individuals with learning
- **Physical Needs:** Discuss the specific support you need for any physical disabilities.
- **End-of-Life Care:** Ask about the care and support you need if you are approaching the end of your life.
- **Building Independence:** Ask how Rukambs Care can help you feel more confident and regain your independence.
- **Social Time:** Discuss how they can provide social visits and companionship, if this is important to you.
- **Respite Care:** If you need it, ask about options for respite care.



IV. After Your Assessment

- **Your Care Plan:**
 - **Make sure you are actively involved in making your care plan.**
 - Confirm that the care plan is all about what you want and need.
- **Plan Reviews:**
 - Ask how often the plan will be checked and changed if needed.
- **Feedback and Concerns:**
 - Make sure you understand how you can give feedback or make a complaint.
 - **Confirm that your feedback will be taken seriously and used to improve the service.**
- **Keeping in Touch:**
 - Ask how Rukambs Care will communicate with you and your family about your care.
 - Ensure staff understand your communication preferences.
- **Getting Information:**
 - Understand how you can access information and support.



V. Extra Things to Think About

- **Staff Training:** Ask about the skills and training of the staff who will be looking after you.
- **Service Policies:** Ask for details about the service's rules and procedures.

By using this checklist, you'll be well-prepared for your care assessment with Rukambs Care, ensuring they truly understand your needs and that the service they offer will meet your expectations. **The best care is all about you, your needs, and your choices.**