



# Monitoring and Evaluation

## Purpose

Monitoring and evaluating client progress and plans are essential components of providing effective services for the ageing and people with disabilities. This policy and procedure outline how Coastal Care (CC) will systematically assess, monitor, and evaluate the progress and care plans of its clients.

## Scope

This policy applies to all staff members and contractors of Coastal Care.

## Policy Statement

CC is dedicated to delivering high-quality homecare services to the ageing and people with disabilities. This policy defines our procedures for systematically monitoring and evaluating client progress and care plans to ensure the continued delivery of effective and person-centered care.

## Procedure

### Initial Assessment and Care Planning

- Upon initial contact or referral, a comprehensive assessment will be conducted by qualified assessors, including healthcare professionals and case managers, to determine the client's needs, goals, and preferences.
- Based on the assessment, an individualised care plan will be developed in consultation with the client, family members or other individuals of their choosing, and relevant healthcare professionals. The care plan will outline the type and frequency of services required.

### Monitoring and Documentation

- Once services are initiated, designated care team members will be assigned to the client.
- The client's progress and care plan will be closely monitored and documented according to the frequency outlined in the care plan.
- Caregivers and staff will collect data on the client's health, well-being, and any changes in their condition.

### Progress Evaluation

- Periodic assessments will be conducted to evaluate the client's progress toward their goals and to assess any changes in their condition or needs.
- Clients and their families, or other people of their choosing, will be actively involved in the evaluation process, providing feedback and insights about the services and their effectiveness.

<i>Monitoring and Evaluation POLICY PROCEDURE</i>		<i>Version:</i>	<i>1.0-23</i>
<i>Endorsed by:</i>	<i>CEO</i>	<i>Effective Date:</i>	<i>12/04/2023</i>
<i>Person Responsible:</i>	<i>Service Manager</i>	<i>Next Revision Date:</i>	<i>12/04/2025</i>



### Care Plan Adjustments

- Adjustments to the care plan will be made based on the results of assessments and evaluations, ensuring that the care plan remains aligned with the client's evolving needs and goals.
- Client preferences and input will be considered when making changes to the care plan, with an emphasis on promoting client choice and independence.

### Communication

- CC will maintain open and regular communication with clients and their families or other nominated individuals, regarding their progress, any recommended adjustments to the care plan, and any changes in the client's condition.
- CC will collaborate and share information, with the client's or substitute decision makers consent, with the client's healthcare providers, therapists, and other support agencies to ensure holistic care.

### Documentation and Record Keeping

- Comprehensive records of client assessments, care plans, progress, evaluations, and communication will be maintained in accordance with privacy and confidentiality regulations.

### Quality Assurance

CC will implement quality assurance measures to ensure that care plans are consistently reviewed, adjusted, and evaluated to maintain service quality.

### Continuous Improvement

- Feedback from clients, staff, and stakeholders will be used to improve the efficiency and quality of client progress monitoring and care planning.

This Monitoring and Evaluating Client Progress and Plans Policy and Procedure demonstrate that CC is committed to providing person-centered care that adapts to the changing needs and goals of its clients. It ensures that care plans remain effective and relevant, promoting the well-being and independence of our clients.

## VARIATIONS

Coastal Care reserves the right to vary, replace or terminate this policy from time to time.

## RELATED DOCUMENTS

- Workplace Health and Safety
- Managing Challenging Behaviours
- Critical Incidence Management
- Incident Reporting

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