



MANAGEMENT FOR
QUALITY IN
HEALTHCARE SERVICES

TREATMENT OBSERVATION LEVELS

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This Policy summarises the arrangements in place to implement a system for observing service users who are starting a Treatment Programme, and how they react or respond to the withdrawal process. This will ensure adequate and effective medical care according to individual circumstances, the safety of the service user, staff and other service users in the Home:

1. Upon admission of the service user to the Home, arrangements are made for the service user to be assessed for treatment, ref. Policy No 300, and an appropriate Treatment Programme or Core Care Plan developed. At this stage, according to the severity of the service user's condition, the service user will be assigned a *Treatment Observation Level* during the initial stages of the detoxification and withdrawal process.
2. The *Treatment Observation Level* is defined by the following table, according to individual circumstances:

OBSERVATION LEVEL 1:

LOW RISK

Service users have the freedom to come and go within the Home's grounds with the discretion of staff. Service users must inform staff of their whereabouts at all times.

OBSERVATION LEVEL 2:

MEDIUM RISK

Service users have the freedom of the Home, but staff must escort them when outside the Home.

OBSERVATION LEVEL 3:

CLOSE OBSERVATION

Staff must be in view of service users at all times.

OBSERVATION LEVEL 4:

SPECIAL OBSERVATION

This is 1 : 1 care, and is indicated where there is a serious risk of a clinical crisis (e.g. withdrawal fits), extreme challenging behaviour, or the likelihood of service user causing self-harm. A Team Member must be with the service user at all times.