

Elements addressed:

- Access to Community Health Services
- Access to Personal Care Services
- Finances & Handling Service Users' Monies
- Advocacy & Legal Protection
- Personal Administration

OUTCOMES TO BE ACHIEVED:

Service users receive prompt and appropriate care, through programmes of community health and personal care which promotes and sustains their well-being and quality of life.

| # | Performance Indicator / Standard | SCORE | Evidence |
|----|---|-------|----------|
| 1 | Each service user has access to appropriate community health services such as occupational therapists, physiotherapists, etc as required. | | |
| 2 | Each service user has access to chiropody services, as required. | | |
| 3 | Each service user has access to Community Nursing Services, as required. | | |
| 4 | Each service user has access to speech therapists, as required. | | |
| 5 | Each service user has access to opticians / ophthalmology services, as required. | | |
| 6 | For service users of limited sight there are appropriate aids readily available such as magnifying glasses, large-print books, and audio tapes. | | |
| 7 | Notices in the Home for the attention of service users are in large print and are easy to understand (jargon-free language). | | |
| 8 | Each service user has access to routine dental examinations, treatment and the renewal / repair of dentures, as required. | | |
| 9 | Each service user has access to hearing tests and audiologists, as required. | | |
| 10 | Personal services available to service user include medical appointments for specialist personal services. | | |
| 11 | Each service user has personal washing (face cloths / towels) and bed linen, and is offered a choice of toiletries. | | |
| 12 | Service users are able to consult all medical and service professionals individually and in private if necessary. | | |
| 13 | The Home has books and publications about preventive medicine / homoeopathy, and the service user has access to these services as appropriate. | | |
| 14 | Each service user has access to optional care services such as beautician services for facial and cosmetic treatments, as required. | | |
| 15 | Arrangements are made for a hairdressing service to visit the Home on a regular basis. | | |
| 16 | Hairdressing services are able to cater for hairstyles reflecting both the age and the ethnic mix of the service users (e.g. Afro-Caribbean). | | |
| 17 | There is adequate provision for the service user to undertake physical activities and exercise. | | |

