

ACTION PLAN TO SUPPORT CLIENTS AND RELATIVES

PARKVIEW CLOSURE

1. Arrange individual meetings with clients / relatives to explain the process and discuss issues and options for residents.
2. Prepare 'Fact Sheet' to give to clients and relative – this will include concise background, timescale, information regarding the process of moving and contact names and numbers for additional info. or support that may be required.
3. Re-assess residents to identify onward placement needs (this recognising that some people are supported in residential with high levels of dependency that on re-assessment may indicate nursing needs best met in nursing placement). Relatives to be involved in assessment as far as possible.
4. Clients and relatives to be provided information and supported as required in making choice of placement (including out of area if appropriate).
5. Choice made and placement available – arrangements for transfer to include support from Parkview staff in accompanying residents and helping them to settle once placed.
6. Review of placement to be carried out c. 4 weeks following placement and then as required in usual review process.