**XXXX Standard Operating Process**

**SOP 2: Participant Support Plan Review Process**

**Frequency**

* Support Plans must be reviewed either at the end of each Service Agreement and at least every twelve (12) months
* Participants that are higher risk will be reviewed more often. The frequency is to be determined at the time of assessment & noted on the participants Support Plan
* Participants may request for reviews to be done more or less frequently than planned. The participant’s reasons for this must be clearly documented. The provider will consider the request and, if the risk / effectiveness of doing this is acceptable, will determine an agreed timeframe.

**Who is Involved?**

Ideally, the same people who provided input into the plan development will review the plan. As a minimum it is to include the treating AHP and the participant. If a substitute decision maker is involved they should also provide input into the review.

**Review to Cover**

* Each part of the Support Plan including clinical and administrative must be reviewed and updated if / as required
* Any new / changed risks and any required new risk mitigation strategies to be implemented
* Use any feedback / complaints / incident reports to inform the review.
* Goals assessed to determine if achieved (fully / partly / not).

If not / partly achieved, the reasons why are to be explored and recorded. The AHP is to:

* + Discuss with the participant / substitute decision maker if the goals are still relevant, suitable and achievable and consider alternative goals and strategies to achieve them
  + Discuss with his / her supervisor why goals were not achieved, what improvements could be made as well as possible alternative goals and strategies to achieve them: discuss with participant results of conversation with supervisor for approval/change by participant.
  + Confirm goals (either new or past) and strategies to achieve them for the next Support Plan period with the participant

Additional things that can be covered include:

* Any general feedback regarding XXX services that may not directly relate to participant’s services
* Any changes to consents from Service Agreement – if changes to consent are made amend the consent section of the Service Agreement, have the changes initialled by both participant and provider and save to participant’s file.
* insert

**Follow-up**

* Create a copy of the current Support Plan as a Support Plan / Review (date)
* For services in the Support Plan being continued without changes note this in the new Plan
* For any changes to services note this in the new Support Plan
* Additional notes can be attached to the Support Plan ‘Review’ copy

Note: the new and old Support Plans can then be compared.

* Amend the Service Agreement to reflect any changes and have any changes initialled by the participant and the provider.