

### Prioritising and Planning Clinical Care

This guidance is intended to aid all clinical staff working across community services in their clinical decision making when planning and prioritising patient care. It is recommended that these principles be applied for all aspects of clinical work i.e. new and ongoing.

#### **What is the Clinical Need?**

##### **REMEMBER – WHAT / WHO / HOW**

**What** - are the key needs of the patient, family and carers?

- Psychological
- Physical
- Social
- Occupational
- Cognitive

**Who** - is best placed to meet these needs?

- Consider all MDT members
- Other NHS services
- Social care
- Voluntary services
- Family and/or friends

**How** - can we meet these needs?

- Immediate action needed
- Should it wait for a time
- Does it need to be direct contact or could it be via phone or video call?

#### **What are the Risks?**

##### **REMEMBER – SAFETY SUMMARY**

Are there any past, current or possible future risks of:

##### **Harm from self to self?**

- Thoughts or intent to end life
- Psychotic symptoms - commanding to harm self
- Neglecting self
- Using deliberate self-harm to cope or as emotional release

##### **Harm from others or to others?**

- Physical harm
- Emotional harm
- Financial

##### **Other harms or risks?**

- Starting or not starting treatment
- Impact of isolation and lack of contact with others
- Access to medication and healthcare

**ACTION:** What action/s do you feel you should take (*what would you want to happen if this were your relative*)? If not sure always ask at huddle, supercell, supervisor etc.

**IMPACT:** What will be the impact / consequence of taking this action (now and later on)?

