

Involving Service Users in Their Care (England) Policy

Policy Statement

This policy shows how this care service sets out to involve its service users in their care and support in line with the requirements of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 to be person-centred in everything it does.

The service fully endorses the principles of maintaining service users' dignity, privacy and independence by always treating them with consideration and respect and enabling them to make and take part in all decisions regarding their care and treatment.

The service does this by providing users with the information they need to take their own decisions and to inform staff what they need to do to provide fully person-centred programmes of care and treatment.

Service users are always involved in decisions about their own care and treatment equally and inclusively, irrespective of their age, gender, sexual orientation, religious persuasion, racial origin, culture, language and disabilities. Care staff are expected and trained to make sure that they always treat the people who they are supporting with consideration, respect and involvement. They do this, for example, by carefully listening to service users and their representatives and by paying attention to their views and experiences.

Implementation

The service should ensure that its service users and people acting on their behalf:

- a. understand the care, treatment and support choices available to them
- b. express their views, so far as they are able to do so, and are involved in making decisions about their care, treatment and support
- c. have their privacy, dignity and independence respected
- d. have their views and experiences taken into account in the way the service is provided and delivered.

To do this the service:

- a. recognises the diversity, values and human rights of service users
- b. upholds and maintains service users' privacy, dignity and independence

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- c. puts service users at the centre of their care, treatment and support
- d. enables service users to make their own decisions where able to, and to follow “best interests” procedures when they lack the capacity to do so
- e. provides information that supports service users, and people acting on their behalf, to make decisions about their care, treatment and support, and to understand what is being provided
- f. encourages and enables service users to contribute to how the service is run and could develop.

The service reflects its commitment to involving its service users and compliance with its legal requirements in a number of policies and key documents that provide in greater detail the methods used and processes followed. These can be summarised as follows.

| Nature of the involvement | Key policies and documents | Examples of involvement |
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| Commitment to the values and principles of involvement | <ul style="list-style-type: none"> • Statement of Purpose and Service User Information • Equality, Diversity and Inclusion (England) Policy • Autonomy and Choice Policy | Using comments from service users to improve the Statement of Purpose and Service User Information |
| Person-centred care | <ul style="list-style-type: none"> • Needs Assessment in Care Homes Policy • Needs Assessment in Domiciliary Care Policy • Care and Support Plans Policy • Meeting Service Users’ Needs: Introductory Visits Policy • Medication Management in Care Homes (England) policies • Medication Management in Domiciliary Care | Continually checking with service users and others contributing to their care that the arrangements and services are meeting their needs |

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policies

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| <p>Listening and paying attention to the views and concerns of the people using the service</p> | <ul style="list-style-type: none"> • Responsive Services in Domiciliary Care Policy • Safeguarding Service Users in Care Homes from Abuse or Harm policies • Safeguarding Domiciliary Care Service Users from Abuse or Harm policies • Concerns and Complaints (England) Policy • Quality Assurance and Management (England) Policy • Advocacy Policy | <p>Using complaints and comments from user surveys to improve the care provided</p> |
| <p>Involving people who might not have mental capacity</p> | <ul style="list-style-type: none"> • Service Users Who Lack Mental Capacity to Take Decisions: Implementation of the Mental Capacity Act Policy • Advocacy Policy | <p>Making sure that people without capacity are involved in decision-making to the best of their abilities and all best interests processes are carried out</p> |
| <p>Involving people with other professionals and services</p> | <ul style="list-style-type: none"> • Working with Other Providers and Agencies (Care Homes) | <p>Making sure that service users have access to all the services that they need from other providers</p> |
| <p>Involving people in running and developing the service</p> | <ul style="list-style-type: none"> • Quality Assurance and Management (England) Policy • Service users' consultation processes | <p>Carrying out consultations with service users and others about any significant changes being proposed to the services provided</p> |

The service is committed to ensuring the full involvement of its service users by the rigorous implementation of all the above policies, procedures and processes and many others.

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Training

All care staff are recruited and selected for their abilities to provide person-centred care and to involve service users in all aspects of their care. This is reinforced in their induction training and further training and through the monitoring and supervision of their work.

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