PERSON-CENTRED SUPPORT POLICY

PRN-94: Person-Centred Support Policy
Company Name: AI Auto-Tech Ltd
Trading/Business Name: CAREHOPES
Company Registration Number: 15556946
SIC Code: 88100 – Social Work Activities Without Accommodation for the Elderly and Disabled
Email: admin@carehopes.com
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1. Purpose

The purpose of this policy is to ensure that all support provided by the organisation is person-centred, outcome-focused, and based on the individual needs, preferences, wishes, strengths, aspirations, and goals of each person using our Non-Accommodation Companionship and Wellbeing Support Service.

The organisation is committed to supporting older people and adults with disabilities in ways that promote:

- Choice
- Independence
- Dignity
- Inclusion
- Wellbeing
- Rights
- Self-determination

Person-centred support places the individual at the centre of all decisions affecting their lives and recognises that each person is unique.

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2. Scope

This policy applies to:

- Employees
- Volunteers
- Managers

- Directors
- Agency workers
- Students and placements

This policy applies to all services delivered by the organisation including:

- Companionship services
- Befriending services
- Wellbeing support
- Community inclusion activities
- Telephone support
- Advocacy and signposting
- Social engagement activities

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3. Policy Statement

The organisation believes that every individual has the right to:

- Be treated as a unique person.
- Be listened to and respected.
- Make choices about their own life.
- Be involved in decisions affecting them.
- Maintain independence wherever possible.
- Be treated with dignity and compassion.
- Have their cultural, spiritual, and personal identity respected.
- Access support that reflects their individual needs and preferences.

Person-centred support is fundamental to everything we do.

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4. Principles of Person-Centred Support

The organisation will deliver services based on the following principles:

Choice

People should have opportunities to make choices about their support and daily activities.

Independence

Support should enable individuals to do as much as possible for themselves.

Dignity

Every person should be treated with dignity and respect.

Inclusion

People should be supported to participate fully within their communities.

Individuality

Support should recognise each person's unique experiences, preferences, values, and goals.

Empowerment

Individuals should be supported to maintain control over their own lives.

Partnership

Support should be planned and delivered collaboratively.

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5. Understanding the Individual

Effective person-centred support begins with understanding the person.

Employees and volunteers should seek to understand:

- Personal history
- Interests and hobbies
- Life experiences
- Cultural background
- Religious beliefs
- Communication preferences
- Health considerations
- Personal goals
- Support preferences
- Relationships and support networks

Understanding the whole person improves the quality and effectiveness of support.

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6. Supporting Choice and Control

Service users should be supported to make informed choices wherever possible.

Choices may relate to:

- Activities
- Social opportunities
- Communication methods
- Community participation
- Support arrangements
- Personal goals

Employees and volunteers should provide information and support that enables informed decision-making.

Individuals must not be pressured into decisions or activities.

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7. Promoting Independence

The organisation seeks to maximise independence rather than create dependency.

Employees and volunteers should:

- Encourage participation.
- Promote confidence.
- Focus on strengths and abilities.
- Support decision-making.
- Encourage skill development.
- Avoid unnecessary intervention.

Support should enable people to achieve the highest possible level of independence.

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8. Outcome-Focused Support

Support should focus on outcomes that are important to the individual.

Examples may include:

- Reducing loneliness
- Increasing social interaction
- Building confidence
- Accessing community activities
- Improving emotional wellbeing
- Developing friendships
- Maintaining independence

Outcomes should be discussed, reviewed, and adapted according to individual circumstances.

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9. Support Planning

Person-centred support should be guided by an agreed support plan where appropriate.

Support plans may include:

- Individual goals
- Preferences
- Support needs
- Communication requirements
- Risk considerations
- Desired outcomes
- Review arrangements

Support plans should reflect what matters most to the individual.

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10. Communication and Participation

Meaningful participation requires effective communication.

Employees and volunteers should:

- Use clear language.
- Listen actively.

- Allow sufficient time for responses.
- Respect communication preferences.
- Use communication aids where required.
- Check understanding.

Individuals should be encouraged to express their views and opinions freely.

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11. Involving Family, Carers and Representatives

The organisation recognises the valuable role family members, carers, advocates, and representatives may play in supporting individuals.

With the individual's consent, family members may be involved in:

- Support planning
- Goal setting
- Reviews
- Decision-making discussions
- Communication support

The wishes of the individual must remain central at all times.

Where a person has capacity, their wishes take precedence over the views of others.

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12. Supporting People Who Lack Capacity

Where concerns arise regarding a person's capacity to make a specific decision, staff must follow the Mental Capacity Act Policy.

Employees and volunteers should:

- Presume capacity unless established otherwise.
- Support decision-making wherever possible.
- Respect rights and freedoms.
- Involve appropriate professionals where necessary.

Any decisions made on behalf of a person who lacks capacity must be in accordance with legal requirements and the principle of acting in their best interests.

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13. Cultural, Religious and Spiritual Needs

Person-centred support requires respect for diversity.

Employees and volunteers should recognise and respect:

- Religious beliefs
- Cultural traditions
- Personal values
- Languages
- Dietary preferences
- Spiritual practices
- Identity and lifestyle choices

Support must be delivered without discrimination.

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14. Dignity and Respect

Every person supported by the organisation has the right to be treated with dignity and respect.

Employees and volunteers must:

- Use respectful language.
- Protect privacy.
- Respect individuality.
- Promote self-esteem.
- Avoid patronising behaviour.
- Value personal preferences.

All interactions should demonstrate kindness, compassion, and professionalism.

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15. Risk Enablement

The organisation recognises that person-centred support sometimes involves positive risk-taking.

Employees and volunteers should support individuals to:

- Make informed choices.

- Pursue meaningful activities.
- Maintain independence.

Risk management should seek to enable opportunities rather than unnecessarily restrict individuals.

Any significant concerns should be discussed with management and addressed through appropriate risk assessment processes.

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16. Advocacy and Representation

Where appropriate, individuals should be supported to access advocacy services.

Advocacy may help individuals:

- Understand information.
- Express their views.
- Participate in decisions.
- Protect their rights.
- Access services.

Independent advocacy can be particularly important where individuals have limited family support or experience difficulties communicating their wishes.

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17. Professional Boundaries

While person-centred support promotes positive relationships, professional boundaries must be maintained at all times.

Employees and volunteers must:

- Act professionally.
- Maintain confidentiality.
- Avoid favouritism.
- Avoid dependency relationships.
- Respect professional limits.

Person-centred support must never compromise professional standards.

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18. Recording and Documentation

Records should reflect:

- The person's wishes.
- Goals and outcomes.
- Preferences.
- Changes in support needs.
- Significant discussions.
- Reviews undertaken.

Records should be:

- Accurate
- Respectful
- Person-centred
- Factual
- Secure

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19. Training

Employees and volunteers will receive training appropriate to their role.

Training may include:

- Person-centred practice
- Communication skills
- Active listening
- Equality and diversity
- Dignity and respect
- Mental Capacity Act awareness
- Safeguarding adults
- Emotional intelligence

Refresher training will be provided as required.

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20. Responsibilities

Directors

Responsible for:

- Ensuring organisational commitment to person-centred support.
- Providing governance oversight.

Managers

Responsible for:

- Promoting person-centred practice.
- Supporting employees and volunteers.
- Monitoring service quality.

Employees and Volunteers

Responsible for:

- Delivering person-centred support.
- Respecting individual rights.
- Encouraging choice and independence.
- Maintaining professional boundaries.

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21. Monitoring and Quality Assurance

The organisation will monitor person-centred practice through:

- Service user feedback
- Family feedback
- Complaints and compliments
- Supervision sessions
- Quality assurance reviews
- Observation of practice
- Support plan reviews

Learning from feedback will be used to improve services.

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22. Review Arrangements

This policy will be reviewed:

- Annually
- Following significant incidents
- Following legislative changes
- Following service reviews

Related Policies

- Mental Capacity Act Policy
- Adult Safeguarding Policy
- Compassionate Practice Policy
- Emotional Intelligence Policy
- Dignity and Respect Policy
- Equality, Diversity and Inclusion Policy
- Risk Assessment Policy
- Confidentiality Policy

Person-Centred Support Case Study

Scenario: Reducing Social Isolation

Mrs A is an 82-year-old widow who lives alone and has become socially isolated following the loss of her husband.

Rather than deciding activities on her behalf, the wellbeing support worker discusses:

- Her interests
- Previous hobbies
- Community activities she enjoyed
- Personal goals

Mrs A explains that she previously enjoyed gardening and church activities.

Together they agree outcomes:

- Attend a weekly community gardening group.
- Reconnect with her local church.
- Participate in a monthly coffee morning.

After three months Mrs A reports:

- Increased confidence.
- New friendships.
- Improved wellbeing.
- Reduced loneliness.

This demonstrates a person-centred approach because support was based on Mrs A's own wishes and goals rather than assumptions made by others.