Wellbeing Monitoring Policy

PRN-154: Wellbeing Monitoring 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. Policy Introduction

CAREHOPES, the trading name of AI Auto-Tech Ltd, is committed to promoting and monitoring the wellbeing of all service users. Wellbeing monitoring ensures that companions identify changes in emotional, social, behavioural, and environmental factors that may impact safety, independence, or quality of life.

This policy outlines how wellbeing is observed, documented, and escalated within companionship services, ensuring safeguarding compliance and high-quality support.

2. Key Principles

- **Person-centred:** Wellbeing monitoring must reflect the service user's unique needs and preferences.
- **Safety-focused:** Observations must support safeguarding and risk management.
- **Holistic:** Wellbeing includes emotional, social, cultural, and environmental factors.
- **Respectful:** Monitoring must uphold dignity, autonomy, and cultural sensitivity.
- **Non-clinical:** Companions observe wellbeing but do not diagnose or treat.
- **Accountable:** Observations must be documented accurately and escalated appropriately.
- **Non-duplication:** Companions must not duplicate wellbeing assessments already provided by external professionals.

3. Policy Statement

CAREHOPES ensures that:

- Staff monitor wellbeing during companionship sessions
- Observations are factual, objective, and securely documented

- Concerns are escalated promptly to management or the DSL
- Safeguarding rules are followed at all times
- Cultural and personal preferences are respected
- Staff avoid proxy working or unauthorised shift swapping
- Wellbeing monitoring aligns with care and support plans
- Staff maintain professional boundaries

4. Purpose

- Identify changes in wellbeing early
- Support safe and appropriate companionship
- Strengthen safeguarding and risk management
- Provide clear guidance for staff
- Promote emotional and social wellbeing
- Ensure consistent, high-quality monitoring

5. Scope

This policy applies to:

- All employees
- Volunteers
- Contractors
- Agency workers
- Zero-contract workers (**PRN-149**)

It covers wellbeing monitoring in:

- Private homes
- Community settings
- Public spaces
- Group companionship
- Multi-staff working environments

6. Related Policies

PRN-107 Care and Support Planning Policy PRN-108 Community Participation Policy PRN-109 Companionship Standards Policy PRN-110 Cultural Competence Policy PRN-112 Data Protection and GDPR Policy PRN-113 Deprivation of Liberty Awareness

Policy PRN-139 Social Isolation Reduction Policy PRN-145 Working in Pairs and Multi-Staff Working Policy PRN-146 Working with Other Social Workers and Carers Policy PRN-147 Proxy Working Principle PRN-148 Use of Personal and Service Users Gadget Policy PRN-150 Working with Vulnerable Children Policy

7. What Wellbeing Monitoring Includes

7.1 Emotional Wellbeing

Companions observe:

- Mood changes
- Signs of sadness or distress
- Anxiety or fear
- Withdrawal or avoidance
- Emotional expression

7.2 Social Wellbeing

Companions observe:

- Engagement in conversation
- Interest in activities
- Participation in community events
- Social confidence
- Signs of isolation

7.3 Behavioural Wellbeing

Companions observe:

- Changes in routine
- Unusual behaviour
- Agitation or restlessness
- Reduced motivation
- Signs of coercion or control

7.4 Environmental Wellbeing

Companions observe:

- Home environment safety
- Cleanliness

- Access to food and essentials
- Signs of neglect
- Presence of unsafe individuals

8. Safeguarding and Wellbeing Monitoring

Wellbeing monitoring is a safeguarding requirement.

Companions must:

- Follow PRN-143 and PRN-150
- Maintain boundaries with vulnerable adults and children
- Avoid unsupervised contact with children
- Follow gender-based allocation rules
- Report concerns immediately
- Document safeguarding risks accurately

If external professionals already provide wellbeing monitoring:

- Companions must skip that service
- Document: *"Service already being provided by other service: {name of service}."*
- Avoid duplication
- Escalate concerns to management

9. Prohibited Conduct

Companions must **not**:

- Diagnose mental health conditions
- Provide therapy or counselling
- Provide clinical advice
- Force participation in activities
- Restrict movement or freedom
- Attend private family events unless authorised
- Share personal contact details
- Engage in proxy working
- Swap shifts without TC approval

10. Multi-Staff Working

Companions must:

- Follow PRN-145
- Identify the Lead Companion
- Maintain communication
- Avoid splitting up unless safe
- Document multi-staff involvement

11. Documentation Requirements

Companions must document:

- Emotional observations
- Social engagement levels
- Behavioural changes
- Environmental concerns
- Safeguarding risks
- External professionals present
- Multi-staff involvement
- “Service already being provided” entries

Records must be factual, objective, and securely stored.

12. Escalation Procedure

Concerns must be escalated to:

- Line Manager
- Senior Management
- DSL (for safeguarding concerns)
- External authorities if instructed by DSL

Escalation must be:

- Immediate for safeguarding concerns
- Within 24 hours for wellbeing concerns
- Documented clearly

13. Roles and Responsibilities

13.1 Trustees

- Oversee governance and compliance

13.2 Senior Management

- Ensure wellbeing monitoring standards
- Approve policy changes

13.3 DSL

- Review wellbeing-related safeguarding concerns
- Provide guidance and training

13.4 Managers

- Support staff
- Conduct risk assessments
- Review documentation

13.5 Staff

- Follow standards
- Maintain boundaries
- Report concerns
- Document accurately

14. Non-Compliance

Non-compliance may include:

- Failure to monitor wellbeing
- Poor documentation
- Safeguarding failures
- Proxy working
- Boundary breaches
- Unsafe behaviour

Consequences may include:

- Retraining
- Formal warnings
- Suspension
- Termination

- Referral to safeguarding authorities

15. Policy Review

This policy will be reviewed annually or sooner if required due to:

- Legislative changes
- Safeguarding updates
- Organisational changes
- Audit findings