Relationship-Centred Care Policy

PRN-113: **Relationship-Centred Care 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 delivering companionship services rooted in **relationship-centred care**—an approach that recognises the importance of meaningful human connection, emotional wellbeing, and mutual respect.

Relationship-centred care places equal value on the wellbeing of service users, companions, families, and the wider community. It emphasises empathy, trust, emotional intelligence, and safe relational engagement while maintaining strict professional boundaries and safeguarding principles.

2. Key Principles

- **Connection:** Human relationships are central to wellbeing.
- **Empathy:** Companions listen, understand, and respond sensitively.
- **Respect:** Every individual's identity, culture, and preferences are honoured.
- **Safety:** Relationship-centred care is delivered within safeguarding boundaries.
- **Consistency:** Predictable, reliable companionship builds trust.
- **Collaboration:** Families, carers, and communities are valued partners.
- **Balance:** Emotional closeness is encouraged without breaching boundaries.

3. Policy Statement

CAREHOPES ensures that all companions deliver relationship-centred care that:

- Promotes emotional wellbeing
- Strengthens social connection

- Respects individuality
- Maintains professional boundaries
- Protects vulnerable individuals
- Encourages autonomy and confidence
- Supports cultural and spiritual identity

Relationship-centred care must never compromise safeguarding, professionalism, or organisational values.

4. Purpose

- Promote meaningful, safe relationships between companions and service users
- Strengthen emotional wellbeing and reduce loneliness
- Support person-centred and culturally sensitive care
- Ensure boundaries are upheld within relational work
- Enhance service user satisfaction and trust
- Provide a structured relational framework for companions

5. Scope

This policy applies to:

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

It covers relational care delivered in:

- Private homes
- Community settings
- Digital environments
- Transport
- Overnight companionship
- Holiday companionship

6. Related Policies (Selected ONLY from relevant categories)

Specialist Care & Support

- **PRN-031** Emotional Intelligence Policy
- **PRN-059** Person-Centred Support Policy
- **PRN-020** Compassionate Practice Policy
- **PRN-127** Loneliness and Social Connection Policy
- **PRN-117** End-of-Life Support and Compassion Policy
- **PRN-096** Check Up on Client Policy

Client & Service User Interaction

- **PRN-011** Client Engagement Policy
- **PRN-012** Client Interaction & Communication Policy
- **PRN-076** Service User Participation and Feedback Policy
- **PRN-074** Service User Engagement Participation and Co-Production Policy
- **PRN-138** Service User Involvement Policy
- **PRN-109** Companionship Standards Policy
- **PRN-017** Companion Charter

Safeguarding & Protection

- **PRN-003** Adult Safeguarding Policy
- **PRN-136** Safeguarding Children Policy
- **PRN-144** Child Abuse Policy
- **PRN-116** Domestic Abuse Policy
- **PRN-131** Prevent Duty Awareness Policy
- **PRN-056** Mental Capacity Act Policy
- **PRN-070** Safeguarding Reporting and Escalation Procedure

Conduct, Ethics & Behaviour

- **PRN-014** Code of Conduct Policy
- **PRN-015** Code of Ethics
- **PRN-099** Professional Boundaries Policy

- **PRN-004** Anti Harassment & Anti Discrimination Policy
- **PRN-030** Dignity and Respect Policy

Digital & Information Governance

- **PRN-114** Digital Inclusion Support Policy
- **PRN-112** Data Protection and GDPR Policy
- **PRN-023** Confidential Information Management Policy
- **PRN-024** Confidentiality Policy

7. Definitions

Relationship-Centred Care: An approach that prioritises meaningful human connection, emotional wellbeing, and mutual respect within safe professional boundaries.

Emotional Intelligence: The ability to recognise, understand, and respond appropriately to emotions.

Relational Boundaries: Limits that ensure emotional closeness does not become inappropriate or unsafe.

8. Companion Responsibilities

8.1 Building Trust

Companions must:

- Be reliable and consistent
- Communicate clearly and respectfully
- Maintain confidentiality
- Honour cultural and personal preferences

8.2 Emotional Support

Companions must:

- Listen actively
- Provide reassurance
- Respond with empathy
- Support emotional expression

8.3 Social Connection

Companions may:

- Engage in conversation
- Participate in shared activities
- Support community involvement
- Encourage digital connection

8.4 Respecting Identity

Companions must:

- Honour cultural, spiritual, and personal identity
- Respect life history and experiences
- Support autonomy and choice

8.5 Maintaining Boundaries

Companions must **not**:

- Form personal or romantic relationships
- Share personal contact details
- Provide financial support
- Accept inappropriate gifts
- Engage in physical affection beyond safe reassurance
- Create emotional dependency

8.6 Safeguarding Awareness

Relationship-centred care must identify:

- Emotional distress
- Isolation
- Neglect
- Domestic abuse
- Radicalisation
- Exploitation

Concerns must be reported immediately.

9. Relationship-Centred Care in Different Settings

9.1 Private Homes

- Respect the home environment
- Maintain emotional presence
- Avoid over-familiarity

9.2 Community Settings

- Encourage safe social participation
- Maintain public professionalism

9.3 Digital Environments

- Support digital connection safely
- Avoid personal digital contact

9.4 Overnight Companionship

- Maintain boundaries
- Provide emotional reassurance
- Ensure safe sleeping arrangements

9.5 Holiday Companionship

- Maintain professionalism during travel
- Support emotional wellbeing
- Avoid informal behaviour that compromises boundaries

10. Supporting Healthy Relationships

Companions must:

- Encourage independence
- Avoid creating dependency
- Promote confidence
- Support meaningful engagement
- Maintain emotional balance

11. Documentation & Record Keeping

Companions must document:

- Emotional wellbeing observations

- Relational engagement activities
- Safeguarding concerns
- Changes in mood or behaviour

Records must be stored securely.

12. Training Requirements

Staff must receive training in:

- Relationship-centred care
- Emotional intelligence
- Cultural competence
- Safeguarding
- Trauma-informed practice
- Professional boundaries

13. Policy Review

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

- Legislative changes
- Safeguarding updates
- Organisational changes
- Workforce feedback