Care and Support Planning Policy

Policy Title: PRN-012: Care and support Planning 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 high-quality, person-centred companionship services that promote wellbeing, independence, dignity, and safety. Care and support planning ensures that each service user receives tailored, appropriate, and safe companionship aligned with their needs, preferences, risks, and safeguarding requirements.

This policy outlines the principles, processes, and responsibilities involved in developing, reviewing, and implementing care and support plans.

2. Key Principles

- **Person-centred:** Plans reflect the service user's wishes, preferences, and goals.
- **Safety-focused:** Plans incorporate safeguarding, risk management, and allocation rules.
- **Holistic:** Plans consider emotional, social, cultural, environmental, and wellbeing needs.
- **Collaborative:** Plans may involve family, carers, and external professionals when appropriate.
- **Dynamic:** Plans are reviewed regularly and updated as needs change.
- **Transparent:** Plans are clearly documented and accessible to authorised staff.
- **Non-duplication:** Companions must avoid duplicating services already provided by external professionals.

3. Policy Statement

CAREHOPES ensures that:

- Every service user has an up-to-date care and support plan
- Plans are developed through structured assessment
- Plans reflect safeguarding, allocation, and risk requirements
- Plans are reviewed regularly and updated promptly
- Staff follow plans consistently and professionally
- Plans support independence, wellbeing, and social connection
- Plans comply with legal, regulatory, and organisational standards

4. Purpose

- Provide clear guidance for developing care and support plans
- Ensure safe, consistent, and person-centred companionship
- Strengthen safeguarding and risk management
- Support staff in delivering high-quality companionship
- Ensure compliance with regulatory and governance requirements

5. Scope

This policy applies to:

- All employees
- Volunteers
- Contractors
- Agency workers
- Zero-contract workers (**PRN-149**)
- Managers and supervisors
- DSL and safeguarding team

It covers:

- Care and support planning
- Risk assessment
- Allocation rules
- Safeguarding considerations
- Documentation

- Multi-agency collaboration

6. Related Policies

PRN-102 Compliance Monitoring PRN-104 Policy Review 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-143 Wellbeing Monitoring Policy PRN-147 Proxy Working Principle PRN-148 Use of Personal and Service Users Gadget Policy PRN-145 Working in Pairs and Multi-Staff Working Policy PRN-146 Working with Other Social Workers and Carers Policy PRN-150 Working with Vulnerable Children Policy

7. Care and Support Planning Framework

7.1 Initial Assessment

Assessments must include:

- Personal details
- Communication needs
- Cultural and religious preferences
- Social interests and hobbies
- Emotional wellbeing
- Environmental factors
- Risks and safeguarding concerns
- Allocation restrictions (gender, vulnerability, behavioural risks)
- External professionals involved

Assessments must be factual, respectful, and person-centred.

7.2 Risk Assessment

Risk assessments must cover:

- Safeguarding risks
- Environmental hazards
- Behavioural risks
- Lone working considerations
- Multi-staff requirements
- Allocation restrictions (e.g., male staff with female children)

- Digital safety risks
- Proxy working risks

Risk assessments must be updated immediately when circumstances change.

7.3 Developing the Care and Support Plan

Plans must include:

- Purpose of companionship
- Activities agreed
- Boundaries and prohibited tasks
- Communication preferences
- Cultural considerations
- External professional involvement
- Safeguarding instructions
- Allocation rules
- Multi-staff requirements
- Monitoring and review schedule

Plans must be written clearly and respectfully.

7.4 Allocation Rules

Plans must follow strict allocation rules, including:

- Gender-based child safeguarding rules
- Restrictions for staff under investigation
- Restrictions for staff awaiting DBS clearance
- Restrictions for staff not trained for high-risk environments
- Restrictions for staff prohibited from working with specific service users

Only TC management may allocate or reallocate staff.

7.5 Avoiding Duplication of Services

If external professionals already provide a service:

- Companions must skip that service
- Document: *"Service already being provided by other service: {name of service}."*

- Avoid conflict or role confusion
- Escalate any concerns to management

Companions must not negotiate roles with external professionals.

8. Implementing Care and Support Plans

Staff must:

- Read the plan before each session
- Follow instructions precisely
- Maintain professional boundaries
- Avoid prohibited tasks
- Document activities accurately
- Report concerns immediately
- Respect cultural and personal preferences
- Avoid proxy working or unauthorised shift swapping

9. Reviewing Care and Support Plans

Plans must be reviewed:

- Every 6–12 months
- After safeguarding incidents
- After major life changes
- After feedback from service users or families
- After audit findings
- When external professionals update their involvement

Reviews must be documented and approved by management.

10. Roles and Responsibilities

10.1 Trustees

- Oversee governance and compliance
- Approve major policy changes

10.2 Senior Management

- Ensure plans meet organisational standards

- Approve allocation decisions
- Oversee safeguarding integration

10.3 DSL

- Review safeguarding sections
- Ensure compliance with child and adult protection laws

10.4 Managers

- Conduct assessments
- Develop and review plans
- Support staff implementation

10.5 Staff

- Follow plans consistently
- Report concerns
- Maintain boundaries
- Document accurately

11. Documentation & Record Keeping

Records must include:

- Assessments
- Care and support plans
- Risk assessments
- Review notes
- Safeguarding escalations
- External professional involvement
- “Service already being provided” entries

All records must be factual, objective, and securely stored.

12. Non-Compliance

Non-compliance may include:

- Ignoring care plans
- Performing prohibited tasks

- Proxy working
- Unauthorised shift swapping
- Poor documentation
- Safeguarding breaches

Consequences may include:

- Retraining
- Formal warnings
- Suspension
- Termination
- Referral to safeguarding authorities

13. Policy Review

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

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