Service User Health and Wellbeing Policy

1. Policy

Future Directions CIC considers that one of its highest priorities is helping to establish and maintain the emotional and physical wellbeing of all Service Users and will promote a range of activities and programmes which are designed to achieve this goal.

2. Procedure

2.1. Vigilance

All employees are expected to be aware of any marked changes in condition, behaviour or attitude of Service Users, and to report any significant observations or concerns to their line manager or on-call manager. It may often be the case that the change may be temporary, and may not, in fact, be a cause for concern. However it is often helpful to deal/treat situations which arise in their early stages, and such intervention will assist in achieving this aim.

2.2. Needs assessment/Plan of Support

Future Directions CIC will ensure that the needs of Service Users are adequately assessed at the time of their arrival, such needs can be met within the existing resources of identified and will review these needs on a regular basis.

The assessment will cover:

- personal care and physical wellbeing;
- diet and weight, including dietary preferences;
- sight, hearing and communication;
- oral health;
- foot care;
- mobility and dexterity;
- history of falls;
- continence;
- medication usage;
- mental state and cognition;
- social interests, hobbies, religious and cultural needs;
- personal safety and risk;
• care and family involvement and other social contacts/relationships.

In each case the assessment is used to prepare develop or update the Service User’s Health Action Plan which sets out in detail the action which needs to be taken to ensure that all aspects of the health, personal and social support needs of the Service User are met.

2.3. Healthcare

Future Directions CIC will ensure that Service Users’ healthcare needs are fully met, with particular attention to:

• access to health care services, including specialist medical, nursing, dental etc. services;
• pressure area care, and the avoidance of pressure sores;
• promotion of continence;
• monitoring of psychological health;
• providing opportunities for exercise and physical activity;
• nutrition, including food intake, weight gain/loss;
• registration with a GP;
• hearing and sight tests, and aids, where necessary.

2.4. Medication

Future Directions CIC will ensure that those Service Users who are capable of self-administration of medicines are empowered and allowed to do so, and will take appropriate steps to ensure that all Service Users take (or are given, if incapable of self-administration) the medicines they are prescribed in accordance with the medical advice given at the time of prescription. Support staff will monitor the condition of Service Users on medication on a regular/ongoing basis and will call in the GP if they are concerned about any change in condition that may be a result of medication and prompt the review of medication on a regular basis.

2.5. Privacy and dignity

Future Directions CIC will ensure that Service Users feel that they are treated with respect at all times and that their right to privacy is upheld, with particular regard to:

• personal care giving, including, bathing, washing, using the toilet or commode;
• consultation with, and examination by, health and social care professionals;
• consultation with legal and financial advisors;
• maintaining social contact with friends and relatives;
• entering bedrooms, with the Service User’s permission, toilets and bathrooms;
• following death.
2.6. Social contact and activities

Future Directions CIC will endeavour to support individuals to access a flexible range of activities and events which are sufficiently varied to suit Service Users’ expectations, preferences, and capacities. Service Users will be able to exercise their own choice in relation to:

- leisure and social activities and cultural interests;
- food, meals and mealtimes;*
- routines of daily living;*
- personal and social relationships;
- religious observance.

* Within reasonable and sensible parameters.

2.7. Community contact

Service Users will be encouraged to maintain contact with family/friends/representatives and the local community as they wish.

Future Directions CIC will support Service Users to:

- have visitors at any reasonable time, and to receive them in private if they wish;
- have easy access to a telephone, and in private;
- choose who they see and do not see;
- have visits without restrictions being imposed on visitors except when requested to do so by Service Users.

2.8. Autonomy and choice

Future Directions CIC will assist Service Users to exercise choice and control over their lives.

2.9. Meals and mealtimes

Future Directions CIC will ensure that Service Users receive a varied, wholesome, appealing, balanced diet in pleasing surroundings at times convenient to them and in an unhurried fashion. Future Directions CIC staff will:

- offer three full meals each day;
- make hot and cold drinks available at all times and offered regularly;
- offer a snack meal in the evening;
- provide special therapeutic diets/feeds as necessary;
- cater for special cultural/religious dietary needs;
- provide assistance with eating as necessary.
In addition to the above, Future Directions CIC will endeavour to ensure:

- that Service Users and their relatives and friends are confident that their compliments, concerns and complaints will be listened to, taken seriously and acted upon;
- that Service Users’ legal rights are protected;
- that Service Users are protected from abuse;
- that their living environment is safe, comfortable, well adapted and equipped, and well maintained so as to suit the needs and expectations of Service Users;
- that individual living space is adequate for the needs of each Service User;
- Service Users have support to manage and maintain their personal possessions;
- their living environment is clean, pleasant and free from offensive odours;
- staff numbers and skill mix match the needs of Service Users;
- that the Home offers an open, positive and inclusive atmosphere;
- that the views of Service Users, family etc are surveyed regularly in ensuring a continuing and improving level of service and quality.

This policy is supported by other Future Directions CIC policies and Procedures, particularly:

- Supporting, Promoting and Protecting Individual’s Rights, Choice and Independence;
- Health Action Planning;
- Service Users Risk Assessment and Management;