



Review Sheet



Last Reviewed
22 Sep '20



Last Amended
22 Sep '20



Next Planned Review in 12 months, or
sooner as required.

Business impact



Minimal action required circulate information amongst relevant parties.

Reason for this review

Scheduled review

Were changes made?

Yes

Summary:

Scheduled review of the policy undertaken with minimal changes and references checked to ensure they remain current. The reference number of this policy has changed. Previously it was CR30.

Relevant legislation:

- The Care Act 2014
- Equality Act 2010
- The Health and Social Care Act 2008 (Regulated Activities) Regulations 2014
- Human Rights Act 1998
- Mental Capacity Act 2005
- Data Protection Act 2018

Underpinning knowledge - What have we used to ensure that the policy is current:

- Author: Peter Beresford, (2013), *Beyond the Usual Suspects*. [Online] Available from: <https://www.shapingourlives.org.uk/documents/BTUSReport.pdf> [Accessed: 22/9/2020]
- Author: The NSUN National Involvement Partnership Team, (2015), *Involvement for influence*. [Online] Available from: <https://www.nsun.org.uk/Handlers/Download.ashx?IDMF=995617f8-1cd7-40af-8128-5eaaf2953b8e> [Accessed: 22/9/2020]
- Author: National Institute for Health and Care Excellence, (2018), *People's experience in adult social care services: Improving the experience of care and support for people using adult social care services*. [Online] Available from: <https://www.nice.org.uk/guidance/ng86/chapter/Recommendations#involving-people-in-service-design-and-improvement> [Accessed: 22/9/2020]
- Author: The Care Quality Commission, (2015), *Guidance for providers on meeting the regulations*. [Online] Available from: https://www.cqc.org.uk/sites/default/files/20150324_guidance_providers_meeting_regulation [Accessed: 22/9/2020]
- Author: The Care Quality Commission, (2015), *Display your ratings*. [Online] Available from: <https://www.cqc.org.uk/guidance-providers/ratings/display-your-ratings> [Accessed: 22/9/2020]
- Author: NHS England, (2017), *Accessible Information Standard*. [Online] Available from: <https://www.england.nhs.uk/ourwork/accessibleinfo/> [Accessed: 22/9/2020]
- Author: The Kings Fund in Association with National Voices, (2014), *People in control of their own health and care: The state of Involvement*. [Online] Available from: https://www.kingsfund.org.uk/sites/default/files/field/field_publication_file/people-in-control-of-their-own-health-and-care-the-state-of-involvement-november-2014.pdf [Accessed: 22/9/2020]
- Author: Information Commissioners Office, (2018), *Guide to the General Data Protection Regulation (GDPR)*. [Online] Available from: <https://ico.org.uk/for-organisations/guide-to-the-general-data-protection-regulation-gdpr/> [Accessed: 22/9/2020]
- Author: CQC, (2017), *Better care in my hands: A review of how people are involved in their care*. [Online] Available from: <https://www.cqc.org.uk/publications/themed-work/better-care-my-hands-review-how-people-are-involved-their-care> [Accessed: 22/9/2020]



Suggested action:	<ul style="list-style-type: none">• Encourage sharing the policy through the use of the QCS App
Equality Impact Assessment:	QCS have undertaken an equality analysis during the review of this policy. This statement is a written record that demonstrates that we have shown due regard to the need to eliminate unlawful discrimination, advance equality of opportunity and foster good relations with respect to the characteristics protected by equality law.



1. Purpose

1.1 To ensure that Inspiring Aspirations Plus Ltd T/A Inspiring Support offers Service Users a voice throughout the service by developing its governance arrangements to embed participation.

1.2 To support Inspiring Aspirations Plus Ltd T/A Inspiring Support in meeting the following Key Lines of Enquiry:

Key Question	Key Lines of Enquiry
CARING	C2: How does the service support people to express their views and be actively involved in making decisions about their care, support and treatment as far as possible?
EFFECTIVE	E7: Is consent to care and treatment always sought in line with legislation and guidance?
WELL-LED	W3: How are the people who use the service, the public and staff engaged and involved?

1.3 To meet the legal requirements of the regulated activities that {Inspiring Aspirations Plus Ltd T/A Inspiring Support} is registered to provide:

- | The Care Act 2014
- | Equality Act 2010
- | The Health and Social Care Act 2008 (Regulated Activities) Regulations 2014
- | Human Rights Act 1998
- | Mental Capacity Act 2005
- | Data Protection Act 2018



2. Scope

2.1 The following roles may be affected by this policy:

- | All staff

2.2 The following Service Users may be affected by this policy:

- | Service Users

2.3 The following stakeholders may be affected by this policy:

- | Family
- | Advocates
- | Representatives
- | Commissioners
- | External health professionals
- | Local Authority
- | NHS



3. Objectives

3.1 To ensure that Service Users' voices are heard and that their thoughts are taken into consideration, i.e. "no decision about me, without me."

3.2 To create a meaningful approach to participation throughout Inspiring Aspirations Plus Ltd T/A Inspiring Support, and ensuring that barriers to participation are removed.



4. Policy

4.1 Inspiring Aspirations Plus Ltd T/A Inspiring Support believes in the uniqueness and value of every Service User. It recognises the importance of working with Service Users to create a quality service which meets their needs, wishes and expectations.

4.2 Inspiring Aspirations Plus Ltd T/A Inspiring Support strongly believes that participation should be an everyday right of Service Users and that a Service User being involved in their own Support is an essential characteristic of person-centred care.

4.3 Inspiring Aspirations Plus Ltd T/A Inspiring Support will ensure that every Service User is supported to participate in decisions about their lives, including their care, support and the wider service they receive.

4.4 Information will be developed, giving consideration to the diversity of Service Users, the access and support needed to make informed choices about the services of Inspiring Aspirations Plus Ltd T/A Inspiring Support, and their opportunities to influence and control those processes.

4.5 Inspiring Aspirations Plus Ltd T/A Inspiring Support will support meaningful partnerships with Service Users, from the design to the evaluation of the service, by giving Service Users a range of opportunities to engage in.

4.6 Inspiring Aspirations Plus Ltd T/A Inspiring Support will ensure that all participation has an outcome, and will let Service Users know what was done with their contribution.

4.7 Inspiring Aspirations Plus Ltd T/A Inspiring Support upholds the right of every Service User to make informed choices and consent to the level of participation they wish to enjoy.

4.8 Inspiring Aspirations Plus Ltd T/A Inspiring Support will evaluate the effectiveness of this policy on an annual basis to ensure an efficient, inclusive process is in place where barriers to participation are minimised.

4.9 Inspiring Aspirations Plus Ltd T/A Inspiring Support will ensure that, as a minimum, we:

- | Have personalised Care Plans written with the Service User, for the Service User and with their wishes and preferences clearly identified and monitored
- | Promote the sustained and supported involvement of families and carers in the care of their loved ones
- | Support the coordination of the Service User's involvement in their Support as they move between services



5. Procedure

5.1 Registered Manager's Responsibilities

- | Jo Kerley is responsible for the dissemination of this policy and for the evaluation of its effectiveness
- | Any concerns will be escalated by Jo Kerley

5.2 Staff Responsibility

- | It is the responsibility of Support staff to promote opportunities for participation. Inspiring Aspirations Plus Ltd T/A Inspiring Support believes that participation is an ongoing process which will be supported through daily life
- | Any barriers to participation recognised by Inspiring Aspirations Plus Ltd T/A Inspiring Support staff will be noted and discussed with Jo Kerley

5.3 Information Requirements

- | At the point of first contact with Inspiring Aspirations Plus Ltd T/A Inspiring Support, a record will be made with the consent of the Service User regarding their preferred communication methods and any support requirements. This information will then be used, as well as any additional information acquired through further assessment of the Service User's needs, to ensure that the Service User can access and readily understand information regarding participation
- | Staff must also refer to [CR93 - Accessible Information Standards Policy and Procedure](#) at Inspiring Aspirations Plus Ltd T/A Inspiring Support for further information

5.4 Information

Information will be given to each Service User before their service begins in an accessible way which meets each individual's needs and will include:

- | The Service User's Guide referencing a summary of the Statement of Purpose
- | Other relevant information which sets out communication channels and participation opportunities
- | How to make complaints, comments or suggestions
- | How to contact Inspiring Aspirations Plus Ltd T/A Inspiring Support during office hours and out of hours

5.5 Accessible Noticeboards

When delivering Support in a multi-occupancy setting, noticeboards will be placed in strategic positions in all working and recreation areas. Jo Kerley will ensure that information about the service, including statutory notices, quality reports, service development and action plans are placed on the noticeboard, and that out-of-date material is removed.

Where it is not a multi-occupancy setting, Inspiring Aspirations Plus Ltd T/A Inspiring Support will ensure that all necessary service information is available for Service Users within the main office and upon request.

5.6 Participation Opportunities

Regular meetings and reviews with the Service User and their families will be organised and supported, with the outcomes recorded and communicated to the Service User and their families. Action plans will be produced from these meetings. They will constitute a separate agenda item at the next formal management meeting.

Service Users or their legal representatives will be invited to participate in the management meetings, quality meetings, and recruitment meetings (where applicable). Management meeting action plans will also be published on noticeboards with any personal identifiable information removed.

5.7 Support to Participate

Jo Kerley will ensure that sufficient notice for formal participation opportunities is given to Service Users and their representatives, to ensure that necessary arrangements are in place to support participation. Consideration will also be given to providing additional support, where needed, which may involve the use of the following:

- | Advocates
- | Translators
- | Pictorial support
- | Sensory aids
- | Those legally acting on behalf of individuals who lack capacity



The format, chairing and location of meetings must be varied to create the opportunity for greater involvement.

5.8 Service Users' Ideas for Participation

Service Users will be given the opportunity to influence and put in place their ideas for participation. These ideas may be gathered through:

- | Service Users' meetings, forums, surveys
- | Care Planning
- | Comment boxes
- | Complaints and suggestions
- | Regular Service User and stakeholder engagement surveys
- | Support review meetings
- | Messages via staff members

5.9 Feedback and Changes

Jo Kerley will ensure that all participation has an outcome. Service Users will receive accessible information on how their contribution has been used within Inspiring Aspirations Plus Ltd T/A Inspiring Support.

5.10 Evaluation

Jo Kerley will evaluate the effectiveness of participation regularly to ensure that barriers to participation are addressed and that all Service Users have the opportunity to be involved if they so wish.

Surveys, comment boxes, Service User meetings and meetings with managers and staff are all encouraged as way of evaluating the effectiveness of this policy.



6. Definitions

6.1 Participation

- | Participation is not simply about being present or taking part but should be based upon having some influence over decisions and action



Key Facts - Professionals

Professionals providing this service should be aware of the following:

- | Service User communications are listened to and are an equal and valuable part of the process of Inspiring Aspirations Plus Ltd T/A Inspiring Support to improve
- | Jo Kerley ensures that Service Users are supported appropriately to participate meaningfully in the immediate and wider service they receive



Key Facts - People affected by the service

People affected by this service should be aware of the following:

- | Inspiring Aspirations Plus Ltd T/A Inspiring Support will make sure you are given information on how you can be fully involved in decisions and discussions about the service
- | Inspiring Aspirations Plus Ltd T/A Inspiring Support will ensure that you receive all of the support you need to participate fully in the life and planning of your service
- | Inspiring Aspirations Plus Ltd T/A Inspiring Support believes that the service can only support Service Users effectively when it works in partnership with Service Users and their representatives to shape, make changes and make decisions about the service together
- | If you experience something that stops you being fully involved in opportunities to participate, you can let your Support Worker know, talk to Jo Kerley or you may want to make a complaint



Further Reading

There is no further reading for this policy, but we recommend the 'underpinning knowledge' section of the review sheet to increase your knowledge and understanding.



Outstanding Practice

To be 'outstanding' in this policy area you could provide evidence that:

- | People are truly respected and valued as individuals and are empowered as partners in their Support
- | There is a visible person-centred culture throughout Inspiring Aspirations Plus Ltd T/A Inspiring Support
- | Relationships between Service Users, those close to them and staff are strong, caring and supportive
- | Staff and management are fully committed to working in partnership with people and making this a reality for each person
- | Staff empower Service Users to have a voice and to realise their potential
- | People's individual preferences and needs are always reflected in how care is delivered
- | Inspiring Aspirations Plus Ltd T/A Inspiring Support uses creative ways to make sure that people have accessible, tailored and inclusive methods of communication
- | There is continual learning from the feedback and participation being given, that aids Inspiring Aspirations Plus Ltd T/A Inspiring Support to improve
- | The wide understanding of the policy is enabled by proactive use of the QCS App



Forms

Currently there is no form attached to this policy.