

# THE SOUTHEND ON SEA DARBY AND JOAN ORGANISATION LIMITED

## Person Centred Care

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### Policy Statement

This organisation aims to provide a service which is person-centred, enables each service user to make their own choices about the care and support they receive, and accords with all elements of the personalisation of social care. On this issue, our homes adhere fully to the relevant sections of the following official documents:

- *Adult Social Care Workforce Strategy*, Department of Health (2009)
- Care Quality Commission (Registration) Regulations 2009
- *Codes of Practice for Employers of Social Care Workers and for Social Care Workers*, General Social Care Council
- *Guidance about Compliance: Essential Standards of Quality and Safety*, Care Quality Commission (March 2010)
- Health and Social Care Act 2008
- Health and Social Care Act 2008 (Regulated Activities) Regulations 2010
- *Personalisation through Person-centred Planning*, Department of Health (2010)
- *Putting People First: A Shared Vision and Commitment to the Transformation of Adult Social Care*, Department of Health (2007)

### Aim of the Policy

This policy is intended to set out the values, principles and procedures underpinning the home's approach to the personalisation of social care.

### Policy on Personalisation

This organisation aims to put service users at the centre of provision by ensuring that:

- a. care and support are based on the perspective of each person receiving services
- b. individuals have the right to choose how their service is delivered
- c. information about the home is provided in ways meaningful to each person to whom services are offered or provided
- d. services accord with individuals' assessed needs and expressed wishes
- e. risks are assessed according to each service user's wishes and capacities and not on a general formula applicable to all
- f. the privacy, dignity and independence of each individual is respected, taking into account their personal wishes and circumstances
- g. care and support are provided with due regard to each person's age, sex, religion, race, sexual orientation, culture, language and ability.

### Training

All relevant staff will be given training in the personalisation of services.

This policy will be reviewed annually: