

AXIS RECRUITMENT LTD

Policy Title	Person Centred Care	March 2017	
CQC KLOE Reference	Responsive	September 2017	

Policy

Regulation 9 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 states:

9.—(1) The care and treatment of service users must—

- (a) be appropriate,*
- (b) meet their needs, and*
- (c) reflect their preferences.*

(2) But paragraph (1) does not apply to the extent that the provision of care or treatment would result in a breach of regulation 11.

(3) Without limiting paragraph (1), the things which a registered person must do to comply with that paragraph include—

- (a) carrying out, collaboratively with the relevant person, an assessment of the needs and preferences for care and treatment of the service user;*
- (b) designing care or treatment with a view to achieving service users' preferences and ensuring their needs are met;*
- (c) enabling and supporting relevant persons to understand the care or treatment choices available to the service user and to discuss, with a competent health care professional or other competent person, the balance of risks and benefits involved in any particular course of treatment;*
- (d) enabling and supporting relevant persons to make, or participate in making, decisions relating to the service user's care or treatment to the maximum extent possible;*
- (e) providing opportunities for relevant persons to manage the service user's care or treatment;*
- (f) involving relevant persons in decisions relating to the way in which the regulated activity is carried on in so far as it relates to the service user's care or treatment;*
- (g) providing relevant persons with the information they would reasonably need for the purposes of sub-paragraphs (c) to (f);*
- (h) making reasonable adjustments to enable the service user to receive their care or treatment;*
- (i) where meeting a service user's nutritional and hydration needs, having regard to the service user's well-being.*

(4) Paragraphs (1) and (3) apply subject to paragraphs (5) and (6).

AXIS RECRUITMENT LTD

(5) *If the service user is 16 or over and lacks capacity in relation to a matter to which this regulation applies, paragraphs (1) to (3) are subject to any duty on the registered person under the 2005 Act in relation to that matter.*

(6) *But if Part 4 or 4A of the 1983 Act applies to a service user, care and treatment must be provided in accordance with the provisions of that Act.*

The Agency will strive always to ensure, through the application of professional, up-to-date, rigorous and fully documented care practices that these aims, (encompassed and recognised within the general framework of “personalised care”) affording people dignity, respect and compassion, will be achieved in all cases.

Procedure

1. Upon introduction to the Agency, a competent and trained assessor will meet with the Client and discuss, assess and record their emotional, social, care needs and care preferences alongside ethnic and cultural background considerations.

Where the Client has been referred by another provider, or is introduced to the Agency with a Personal Care Plan already in place, the Agency will ensure that the Client’s needs and preferences which may have been assessed and incorporated into such a Care Plan, are relevant and up-to-date.

If this is not the case, then the process will commence as if the Client is being assessed for the first time.

2. Following discussions, and the collection/recording of relevant information appropriate to the care of the Client, a tailored Personal Care Plan will be designed with a view to reflecting the Client’s preferences and ensuring that their needs are met.

This Personal Care Plan will be subject to regular and ongoing review, (with review dates established) and will be modified so as to reflect changing circumstances and Client preferences. Such modifications will be discussed with Clients so that they fully understand any risks and benefits associated with such changes, and will be notified to all individuals responsible for delivering care.

The Agency’s detailed Policy/Procedure Statement, entitled ***Care Needs Assessment***, provides further information and guidance as to how these objectives are to be met in practice. In discussing, completing and formalising the Client’s Personal Care Plan the Agency will ensure that Clients:

- (a) participate in the assessment and planning processes as much or as little as they wish, and in a way that they understand;
- (b) understand the care or treatment choices available to them and the balance of risks and benefits involved in any particular course of care or treatment;
- (c) are enabled and supported to make, or participate in making, decisions relating to their care or treatment to the maximum extent possible, (with such decisions being recorded) and such care is delivered with their consent;

AXIS RECRUITMENT LTD

- (d) are provided opportunities, in certain situations, for relevant persons to manage their care or treatment;
- (e) are encouraged and enabled to independently satisfy as much and as many of their care needs as possible, allowing them to have more confidence and control over their condition and to understand how it affects them;
- (f) are empowered and encouraged to offer feedback, comment and critique about the services delivered, and how effective they are, through formal (for example via the Agency's Quality Assurance Programme) and informal channels. Where modifications are made as a result of such feedback, then these will be recorded in the Client's Personal Care Plan;
- (g) where necessary, are able to take advantage of reasonable adjustments which will enable them to receive care and treatment in an appropriate fashion, as set out in the Equality Act 2010;
- (h) receive care which is fully co-ordinated with others who may be responsible for other aspects of their care and treatment.

Where any preferences about the choice of care and treatment can't be met for whatever reason (including as a result of restrictions under the Mental Health Act 1983), or the Client's preferences impact upon the Agency's ability to meet their needs, then this will be fully documented and explained in order to:

- a) allow the Client to make informed decisions that may affect their care and treatment needs, or
- b) understand the reasons why their preferences cannot be met.

Where a Client lacks mental capacity to make specific decisions relating to their care and treatment, and no lawful representative has been appointed, their best interests will be established in accordance with the Mental Capacity Act 2005, and these will be acted upon.

Similarly, Clients who have been detained under the Mental Health Act 1983 will be cared for in accordance with requirements laid down within this Act.

At the conclusion of the assessment and care planning process the Agency will have achieved the following key objectives, for each Client in their care, essential to personalised care planning and support –

AXIS RECRUITMENT LTD

Your personal goals and the things that are important to you have been discussed and form the basis of your care or treatment.



We have asked you about the people that matter most in your life and we have given you the opportunity to involve them in the way that you choose.



We have provided you with understandable full information and supported you to make decisions that take account of your personal goals and the things that are important to you.



You will always be given the opportunity to be involved in discussions. All information exchanges and communication between professionals or between different services or supports are transparent and always provide you with the opportunity either to be present or to contribute to the process.



As much as possible, the timing and methods by which you contact and use services or supports are flexible and can be adapted to your personal needs.



The following Policy/Procedure Statements support the Agency's commitment to Personalised Care:

- a) Autonomy and Independence;
- b) Care Needs Assessment;
- c) Consent to Care and Treatment;
- d) Dignity and Respect;
- e) Diversity in Care;
- f) End of Life Care;
- g) Intimate Care;
- h) Meeting Nutritional and Hydration Needs.

References to Legislation and Fundamental Standards	
Health and Social Care Act 2008 (Regulated Activities) Regulations 2014	Regulation 9
Fundamental Standards	Care and treatment must be appropriate and reflect service users' needs and preferences.