

## Care and Health Support Policy

This Policy deals with the assessment planning and delivery of people's care and health needs. There are supplementary policies and guidance documents that have significant impacts on people's health and care needs. These are cross referenced throughout the policy documents.

This policy refers throughout to "people". Please note this refers to all children, young people and adults who use Hesley Group services.

### **1 Outcomes:**

This policy aims to meet the following outcomes:

- People benefit from having their health and social care needs properly met by trained and competent staff
- People are placed at the centre of the planning and support processes so they receive personalised care
- People benefit from care and support that fully takes account of their specific individual and diverse needs
- People benefit from consistent approaches and all support plans are delivered in line with agreed approaches (e.g. Communication, Behaviour and Occupational Therapy plans)
- People enjoy an active and healthy fulfilling lifestyle.
- People's changing health and care needs are identified and provided for.
- People have access to urgent health care services when required.

### **2 Why we need a policy:**

- We must have a policy to provide a framework so that everyone knows what they should be doing and why
- We must have a policy to ensure people are supported safely and in accordance with best practice
- We must have a policy so people are protected from poor standards of care and abusive practices

- We must have a policy so that staff and people using services benefit from safe working practices
- We must have a policy to comply with the law.

Care and support will be delivered by staff with the necessary skills, knowledge and ability. Staff will receive the training they need to do the job (see Hesley Group Learning and Development Policy, [Per 3.1](#)).

People will not be taken into a service if we do not have the correct resources to meet their assessed needs.

People's changing social healthcare needs will result in referral to and collaboration with other appropriate agencies in order to seek the best possible outcomes.