



THE PRINCIPLES OF GOOD CARE

The aim of good quality Domiciliary Care must always be to promote a way of life for Service Users which permits them to enjoy, to the greatest possible extent, their rights as individual human beings. EVOLVE will aim, in the provision of our services, to making the following key principles fundamental to our Company's work.

PRIVACY

An individual's right to privacy involves being free from intrusion or unwelcome attention. The privacy of anyone receiving Domiciliary Care is inevitably threatened by the fact that care workers have to enter their property regularly, to observe them in vulnerable situations and to keep, and share with colleagues, records on matters most people would wish to reveal only to those very close to them.

EVOLVE will make all efforts to maximise our Service Users' privacy by:

- ❖ Setting up systems so that staff enter a Service User's property and rooms within the property only with express consent
- ❖ Informing Service Users that they have a right not to have to interact with or be interrupted by a worker when, for example, they are entertaining a visitor or are engaged on an intimate activity on their own account
- ❖ Respecting the fact that a Service User's possessions are private and always acting in accordance with the fact that care and support workers are guests on the Service User's territory
- ❖ Guaranteeing that staff respect Service Users' right to make telephone calls and carry on conversations without being overheard or observed
- ❖ Insuring that Service User records are seen only by those with a legitimate need to know the information they contain.

DIGNITY

The right to dignity involves recognising the intrinsic value of people as individuals and the specific nature of each person's particular needs. Dignity can easily become threatened for a Service User receiving Domiciliary Care if workers help them insensitively with intimate tasks, fail to give them appropriate respect, use inappropriate names or titles, do not provide timely assistance when required with a Service User's clothing or personal appearance, or display attitudes which are unsympathetic to the feelings of vulnerability which often accompany disability.

EVOLVE will make all efforts to maximise our Service Users' dignity by:

- ❖ Arranging that Service Users who require assistance with bodily tasks such as dressing, bathing and toileting should, as far as possible, be helped by a care worker of their own choice and, if desired, of the sex of their choice
- ❖ Ensuring that Service Users receive the necessary assistance with dressing and maintaining their clothes
- ❖ Offering or accessing help for Service Users with make-up, hairdressing and other elements of their appearance so that they can present themselves as they would wish
- ❖ Helping to minimise Service Users' feelings of inadequacy, inferiority and vulnerability
- ❖ Treating Service Users with the sort of respect which nurtures their personality and individual characteristics, addressing them and introducing them to others in their preferred style, responding to specific cultural demands and requirements, and aiming to maintain relationships which are warm and trusting but appropriate to the relationship of worker to Service User.

INDEPENDENCE

Independence means having opportunities to think, plan, act and take sensibly calculated risks without continual reference to others. Service Users have, by definition, relinquished some of their independence by the very fact of asking for personal help and have accepted that their situation inevitably involves a degree of dependence on others. It is therefore important that the Support Workers provide Service Users with discreet support and encouragement to stay in control of as many of the remaining aspects of their lives as possible.

EVOLVE will make all efforts to maximise our Service Users' independence by:

- ❖ Helping Service Users to manage for themselves where possible rather than becoming totally dependent on others
- ❖ Encouraging Service Users to take as much responsibility as possible for their own healthcare and medication
- ❖ Involving Service Users fully in planning their own care, devising and implementing their care plans and managing the records of care
- ❖ Working with carers, relatives and friends of Service Users to provide as continuous a service as is feasible
- ❖ Creating a climate in the delivery of care and fostering attitudes in those around a Service User which focus on capacities rather than on disabilities.

SECURITY

In providing services to people with disabilities there is a difficult balance to be struck between helping them to experience as much independence as possible and making sure that they are not exposed to unnecessary hazards. Taking care of the security of Service Users therefore means helping to provide an environment and support structure which offers sensible protection from danger, and comfort and readily available assistance when required. Service Users who have accepted Domiciliary Care have at least implicitly recognised their concern for a degree of security but this should not be interpreted as a demand for a totally safe or risk-free lifestyle; taking reasonable risks can be interesting, exciting and fun, as well as necessary.

EVOLVE will make all efforts to respond to our Service Users' need for security by:

- ❖ Ensuring that help is tactfully at hand when a Service User needs or wishes to engage in any activity which places them in situations of substantial risk
- ❖ Helping to create a physical environment which is free from unnecessary sources of danger to vulnerable people or their property
- ❖ Carrying out thorough risk assessments in relation to premises, equipment and the activities of the Service User who is being helped
- ❖ Advising Service Users about situations or activities in which their disability is likely to put them or their property at risk
- ❖ Checking that the staff of the Company are well selected, trained and briefed to provide services responsibly, professionally and with compassion and never to exploit their positions to abuse Service Users.

CIVIL RIGHTS

Disability almost invariably has the effect of restricting people's exercise of their civil rights by limiting access to public services, facilities and opportunities for participation.

EVOLVE has limited powers to correct this tendency, but nevertheless, EVOLVE will make all efforts to respond to our Service Users' need to continue to enjoy their civil rights by:

- ❖ Helping Service Users to decide whether they wish to participate in elections, accessing for them information on their democratic options, and either providing or obtaining any assistance that they need to vote
- ❖ Helping Service Users to make use of as wide a range as possible of public services such as libraries, education and transport
- ❖ Encouraging Service Users to make full use of health services in all ways appropriate to their medical, nursing and therapeutic needs

- ❖ Providing easy access for Service Users and their friends, relatives and representatives to complain about or give feedback on services
- ❖ Providing support to Service Users in their participating as fully and diversely as they wish in the activities of their communities through voluntary work, religious observance, involvement in associations and charitable giving.

DIVERSITY

Diversity is now the most frequently used term for the value which encapsulates giving every service user equal opportunities irrespective of ethnic background, language, culture, faith, gender, age, sexual orientation or any other lifestyle feature which might be a pretext for discriminatory attitudes or behaviour, and respecting and welcoming the varied contributions individuals can make precisely because of their differences. and is implied throughout the Essential Standards of Quality and Safety, which require agencies to have a policy on the provision of non-discriminatory practice and to incorporate anti-discriminatory practice and cultural awareness into induction courses.

EVOLVE should express its commitment to diversity by:

- ❖ Positively communicating to its Service Users that their diverse backgrounds enhance the worth of the community
- ❖ Respecting the ethnic, cultural and religious practices of its Service Users as expressed in their behaviour, relationships or domestic environments
- ❖ Ensuring that negatively discriminatory behaviour by staff is not allowed or when it occurs is speedily corrected
- ❖ As far as possible accommodating individual Service User's eccentricities and idiosyncrasies without negative comment
- ❖ Helping Service Users to celebrate events, anniversaries or festivals which are important to them as individuals.

CHOICE

Choice, defined as "the opportunity to select independently from a range of options", is often constrained by disability and dependence on others, but Care Companies and Support Workers need to ensure that these limitations are not increased by the way they organise and provide care.

EVOLVE will make all efforts to, within its limitations respond to our Service Users' need for choice by:

- ❖ Resisting patterns of service delivery which lead to compulsory timings for activities like getting up and going to bed
- ❖ Managing and scheduling services so as to respond as far as possible to Service Users' preferences as regards the staff with whom they feel most comfortable

- ❖ Exploiting possibilities for diversity in the way they deliver services as a way of respecting Service Users' eccentricities, personal preferences and idiosyncrasies
- ❖ Cultivating an atmosphere and ethos of service delivery which welcomes and responds to cultural diversity
- ❖ Encouraging Service Users to exercise informed choice in their selection of the organisation and individuals who provide them with assistance.

FULFILMENT

Fulfilment has been defined as "the opportunity to realise personal aspirations and abilities". It recognises and responds to levels of human satisfaction separate from the physical and material, but it is difficult to generalise about fulfilment since it needs to relate specifically to precisely those areas of lifestyle where individuals differ from each other.

EVOLVE will make all efforts to respond to our Service Users' right to fulfilment by:

- ❖ Facilitating participation by Service Users in as broad a range of social and cultural activities as possible
- ❖ Helping Service Users where required to participate in practices associated with religious or spiritual matters and to celebrate meaningful anniversaries and festivals
- ❖ Responding sensitively and appropriately to the special needs and wishes of Service Users who wish to prepare for or are close to death
- ❖ Making particular efforts to understand and respond to the wish of any Service User to participate in minority-interest events or activities
- ❖ Doing everything possible to help a Service User who wants to achieve an unfulfilled task, wish or ambition before the end of their life.

Service Users need to be confident in EVOLVE as a responsible and "caring" care Company, with a professional and courteous Management Team, and a staff of Support Workers whose capabilities and attitudes mirror the commitment of the Company to provide a good service.

The Company welcomes all comments, positive or negative, on our performance and willingness to be the best care Company to provide care for them.

The word "**Together**" has almost become a Company Motto, and the Management firmly believe and reinforce this theme throughout Monthly Staff meetings and our open-door Policy. We are a **TEAM**, and will, with our commitment to develop staff skills, confidence and determination in our aims, become recognised as a leading Provider and Employer of **QUALITY** care throughout the North West of England.

Review of this Procedure is carried out periodically

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