

## Promotion of an Individual's Choice and Preferences Policy

### Introduction

Quality statements are the commitments that providers, commissioners and system leaders should live up to. Expressed as 'we statements', they show what is needed to deliver high-quality, person-centred care.

When they refer to 'people' we mean people who use services, their families, friends and unpaid carers. This includes:

- people with protected equality characteristics
- those most likely to have a poorer experience of care or experience inequalities.

Elizabeth Finn Homes (EFH) will commit to the following quality statements for:

#### Supporting people to live healthier lives

We support people to manage their health and well-being so they can maximise their independence, choice and control. We support them to live healthier lives and where possible, reduce their future needs for care and support.

#### Consent to care and treatment

We tell people about their rights around consent and respect these when we deliver person-centred care and treatment.

#### Kindness, compassion and dignity

We always treat people with kindness, empathy and compassion and we respect their privacy and dignity. We treat colleagues from other organisations with kindness and respect.

#### Treating people as individuals

We treat people as individuals and make sure their care, support and treatment meets their needs and preferences. We take account of their strengths, abilities, aspirations, culture and unique backgrounds and protected characteristics.

#### Independence, choice and control

We promote people's independence, so they know their rights and have choice and control over their own care, treatment and well-being.

#### Person-centred care

We make sure people are at the centre of their care and treatment choices and we decide, in partnership with them, how to respond to any relevant changes in their needs.

#### Providing information

We provide appropriate, accurate and up-to-date information in formats that we tailor to individual needs.

We have clear responsibilities, roles, systems of accountability and good governance. We use these to manage and deliver good quality, sustainable care, treatment and support. We act on the best information about risk, performance and outcomes, and we share this securely with others when appropriate.

## Scope

Elizabeth Finn Homes (EFH) are committed to offering meaningful choice to all our residents. As a residential care provider, we have a duty to enable and support our residents to make choices, and to promote residents and families involvement in decisions in respect of their care or treatment.

## Equality Statement

EFH is committed to equal rights and the promotion of choice, person-centred care and the promotion of independence. This policy demonstrates our commitment to creating a positive culture of respect for all individuals. The intention is, as required by the Equality Act 2010, to identify, remove or minimise discriminatory practice in the nine named protected characteristics of age, disability, sex, gender reassignment, pregnancy and maternity, race, sexual orientation, religion or belief, and marriage and civil partnership. It is also intended to reflect the Human Rights Act 1998 to promote positive practice and value the diversity of all individuals.

## Policy Statement

EFH works on the basis that its residents should be able to exercise as wide a range of choice as possible over the care and support they receive.

Each resident has the right to make decisions and have choices about how they live their life. Each resident has different ideas about what is important and what makes them feel best. Making your own choices about the things you do is very important because it gives your life meaning.

## The Policy

This policy shows how we maximise resident choice in line with our underpinning values and purpose and comply with the registration conditions and Care Quality Commission requirements.

Elizabeth Finn Homes seeks to help prospective residents make an informed choice about whether they wish to enter the home by:

- providing all necessary information about the home and its services
- relating the information, it provides to the individual's assessed needs and expressed wishes
- allowing time for the person to take a considered decision.
- facilitating the involvement in the decision of the person's friends, relatives or advisers where this is indicated
- making it possible for the person to visit the home, experience dining, meet staff and other residents, and experience the home's services on a trial basis.

The home seeks to help its residents exercise their right to make informed choices about:

- the care and support they receive from the staff
- the medical or other treatment they receive from visiting practitioners
- their food, drink, diet, and mealtimes
- the visitors they receive
- the activities they engage in
- the services they receive from other organisations
- any other aspects of their lifestyles with which the home can provide assistance
- the risks sometimes associated with exercising choice.

In respect of care and support, the home seeks to maximise resident's choice by:

- listening to, recording and as far as possible following individual's preferences for the staff who provide their care and support.
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- showing sensitivity to residents' feelings on the way in which services that might invade their privacy or dignity are provided.
- ensuring that all care and support is person-centred and appropriate to their social and cultural values and that it relates appropriately to that individual's needs and preferences.

In respect of medical and other treatment the home seeks to maximise residents' choices by:

- helping to select practitioners with whom they feel comfortable
- providing or accessing comprehensive information on health matters of concern
- making available appropriate and individualised support to residents who need help with medication or other health-related procedures.

In respect of food, drink, diet and mealtimes the home will maximise residents' choices by:

- listening to, recording and as far as possible following individual preferences
- arranging for as wide a range of choice as possible over when, how, with whom and where a resident may take meals
- sensitively providing assistance with matters of food, drink and diet when such help is necessary or requested.

In respect of visitors, the home seeks to maximise choice by:

- listening to, recording and observing residents views on the guests they wish and do not wish to receive
- making available facilities for residents to receive and entertain guests whenever they choose
- ensuring that guests are made welcome by staff and given every necessary assistance during their visits.

In respect of social engagement, the home seeks to maximise residents' choice by:

- arranging as varied and stimulating a social programme as possible
- helping residents to access as wide a range of activities as they would wish
- ensuring as far as possible that necessary facilities, assistance and equipment are provided for social activities
- where possible, assisting residents to take part in activities outside the home.
- providing comprehensive information on all available social and community activities that might be of interest.
- personalising social activities to the needs and preferences of individuals.

In respect of the services received from other organisations, the home seeks to maximise residents' choices by:

- making available information on educational, social, community and voluntary activities in which residents might participate
- supporting those who wish to participate in activities provided by other organisations.
- developing and retaining good relationships with as wide a range as possible of organisations that might offer activities of interest to residents.

In respect of other aspects of residents lifestyles with which the home might be able to provide assistance, we seek to:

- provide residents with privacy for any sexual or intimate activities or relationships in which they wish to engage
- help residents to make the choices they would wish about their clothing and personal appearance
- assist individuals in maintaining their political and civic rights
- respect and accommodate where possible individual residents personal idiosyncrasies and eccentricities
- give relevant information to encourage residents to change lifestyle behaviours that are a risk to health.

In respect of the risks sometimes associated with exercising choice, the home seeks to:

- provide residents with as much relevant information as possible about the risks and benefits of the choices they make
- carry out risk assessments where appropriate
- propose alternative options to practices possible carrying high risks
- support residents in taking responsible risks where there are commensurate benefits
- involve in consultations over the taking of risks any appropriate or nominated friend, relative, representative or advocate with the residents agreement.

#### Training

Care staff are provided with training regarding promotion of individual choices at all suitable stages of their employment from induction onwards.

#### Seeking Feedback about Choice

EFH will seek feedback from people, families, staff, involved professionals and volunteers about their experiences of choice and individual preferences. We will seek feedback in person during conversations and via surveys and meetings. We will respond to feedback and tell people about changes and improvements we make as a result of their feedback.

#### References

Review date	Next Review Date
May 2024	May 2027