

Social Impact 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:

Safeguarding

We work with people to understand what being safe means to them as well as with our partners on the best way to achieve this. We concentrate on improving people's lives while protecting their right to live in safety, free from bullying, harassment, abuse, discrimination, avoidable harm and neglect. We make sure we share concerns quickly and appropriately.

Involving people to manage risks

We work with people to understand and manage risks by thinking holistically so that care meets their needs in a way that is safe and supportive and enables them to do the things that matter to them.

Safe and effective staffing

We make sure there are enough qualified, skilled and experienced people, who receive effective support, supervision and development. They work together effectively to provide safe care that meets people's individual needs.

Assessing needs

We maximise the effectiveness of people's care and treatment by assessing and reviewing their health, care, well-being and communication needs with them.

Delivering evidence-based care and treatment

We plan and deliver people's care and treatment with them, including what is important and matters to them. We do this in line with legislation and current evidence-based good practice and standards.

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.

Responding to people's immediate needs

We listen to and understand people's needs, views and wishes. We respond to these in that moment and will act to minimise any discomfort, concern or distress.

Workforce well-being and enablement

We care about and promote the well-being of our staff, and we support and enable them to always deliver person centred care.

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.

Care provision, integration, and continuity

We understand the diverse health and care needs of people and our local communities, so care is joined-up, flexible and supports choice and continuity.

Providing information

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

Listening to and involving people

We make it easy for people to share feedback and ideas or raise complaints about their care, treatment and support. We involve them in decisions about their care and tell them what's changed as a result.

Equity in access

We make sure that everyone can access the care, support and treatment they need when they need it.

Equity in experiences and outcomes

We actively seek out and listen to information about people who are most likely to experience inequality in experience or outcomes. We tailor the care, support and treatment in response to this.

Planning for the future

We support people to plan for important life changes, so they can have enough time to make informed decisions about their future, including at the end of their life.

Shared direction and culture

We have a shared vision, strategy and culture. This is based on transparency, equity, equality and human rights, diversity and inclusion, engagement, and understanding challenges and the needs of people and our communities in order to meet these.

Capable, compassionate and inclusive leaders

We have inclusive leaders at all levels who understand the context in which we deliver care, treatment and support and embody the culture and values of their workforce and organisation. They have the skills, knowledge, experience and credibility to lead effectively. They do so with integrity, openness and honesty.

Workforce equality, diversity and inclusion

We value diversity in our workforce. We work towards an inclusive and fair culture by improving equality and equity for people who work for us.

Governance, management and sustainability

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.

Learning, improvement and innovation

We focus on continuous learning, innovation and improvement across our organisation and the local system. We encourage creative ways of delivering equality of experience, outcome and quality of life for people. We actively contribute to safe, effective practice and research.

Scope

Social Value for EFH is about how we align our activities with the expectations of our stakeholders in relation to our economic, social and environmental impacts, and how we are able to give back, where possible, to provide support within the communities we serve.

This policy and procedure are provided for the regulated activity of accommodation for people with personal care and nursing.

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

Services that are commissioned by health or local authority commissioners will be required to demonstrate Social Value as part of the tendering process.

This policy sets out the organisation's commitment to providing social value in addition to the services it is commissioned to deliver.

The Public Services (Social Value) Act came into force on 31 January 2013. It requires people who commission public services to think about how they can also secure wider social, economic and environmental benefits.

Therefore, as an organisation who works with and for local authority and healthcare commissioners, we recognise the expectation of the added value we are required to provide within our services.

EFH is committed to good practice and ethical behaviour, and we recognise that we have responsibilities to all stakeholders, including:

- Residents
- Families and informal carers
- Commissioners
- Staff
- Communities where we deliver our services
- Suppliers

We regularly review and improve our procedures related to:

- Employee relations and management
- Our values and purpose
- Ethical use of resources and the environment
- Our impact on sustainability (local, national and global)

The Social Value policy covers operations across the organisation and the Registered Manager and Senior Management Team/Board undertakes regular updates on policies, reviews and recommended changes.

The Policy

EFH endeavours to always behave with honesty, openness, integrity and acts fairly and ethically in its relationships and dealings with:

- Residents
- Families and informal carers
- Staff
- Suppliers
- Commissioners
- Communities
- Professional colleagues and third sector organisations
- Other stakeholders

It extends its own values to relationships with these parties, working with companies and organisations that uphold high standards of ethical conduct and fair practices in key areas of regulation and legislation including:

- Environmental Management
- Modern Day Slavery
- Sustainability
- Anti-Corruption and Bribery
- Equality Act 2010
- Health and Safety

EFH policies and procedures details its approach to these matters e.g. the whistleblowing policy encourages employees to report any concerns and provides a means for them to do so with anonymity.

Employing staff locally

It is EFH to always recruit staff local to the care home where the role is based. Due to staffing shortages this may not always be possible, and staff may have to be recruited from a wider geographical area.

For office-based roles it is the intention of organisation to recruit locally to the care home location.

Equal opportunities policy

EFH is committed to achieving equal opportunities for all, through fair employment policies, procedures and practices.

EFH respects employee rights, human rights, dignity and respect, equality and recognises the advantages of a diverse workforce. EFH does not tolerate any harassment of, or discrimination against, employees or potential employees, irrespective of their race, religion and belief, sex, sexual orientation, age, disability, marriage and civil partnership, pregnancy and maternity or gender reassignment.

Likewise, we apply equal opportunities to residents and the people we provide services to, with all people being treated with dignity, respect and in support of their protected characteristics. Staff are assessed at supervisions for their competence in supporting people and ensuring their knowledge, understanding and practical application of the Equality Act 2010.

Employment of people with disabilities

EFH ensures that disabled employees are treated fairly and without prejudice.

Job applicants with disabilities have an equal opportunity to be selected for employment, and disabled employees have an equal opportunity to be selected for promotion and receive training to aid their career development. However, EFH is aware of its responsibility in working in a Regulated Activity to ensure that employees are fit both physically and mentally to do the work required and, where possible, adaptations are made.

Family friendly employment policies

The Maternity policy of EFH meets the statutory minimum standards in relation to leave and includes Paternity, Adoption and Shared Leave.

Flexible approaches to returning to work after maternity leave, including part-time and non-standard hours of work, are adopted where viable.

EFH offer staff the opportunity of selecting their working hours and patterns of work to fit in with existing domestic arrangements if this can be achieved within the business needs of the services being delivered.

EFH has access to occupation health advice for staff where this may be required to support them through health concerns or crisis.

EFH aims to support staff health and wellbeing and works with staff through staff meetings and other forums to identify issues and to work in partnership to find solutions to problems that might affect staff.

Employee training and development

Through the appraisal process, staff and management complete a personal development plan which includes training opportunities/requirements to support the individual in their career progression and the enhancement of the services provided. This is reviewed at staff supervisions to ensure progress and to assess any required changes.

EFH aims to provide a safe and rewarding career pathway for all its employees.

Employee communication and involvement

EFH acknowledges the importance of internal communication, especially in an organisation with more than one site.

Managers and their employees are kept informed of general business issues and other matters of interest. This is through regular staff meetings, memos and newsletters which are used both to communicate organisational matters to

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employees and to elicit questions, feedback and requests. Staff are encouraged to raise points and identify where the service can better interact with the local community to support residents, and their families, with signposting to third sector resources that can provide additional support.

Engaging with local communities

As a residential care provider, one of EFH key roles is to support the maximisation of residents' health and independence.

Staff are trained to identify changing needs which require early intervention to minimise the impact of deteriorating health (or social care needs).

Working with staff, residents and families, we support the people we serve by identifying additional support through local third sector support organisations who we develop positive relationships with and signpost residents and families to their resources. Third sector services include:

- Advocacy/IMCA
- Financial advice
- Physical and mental health charities
- Wellbeing information and advice
- LGBTQ+
- Alzheimer's and dementia groups
- Assisted and other forms of technology

Organisations such as these support Strength Based Assessment and review and care planning and extend the opportunity for support to meet the individual's needs beyond paid for care and support.

In addition, our third sector contacts will provide opportunities to signpost residents to activities and community-based resources which will support their personal aspirations and outcomes.

By extending our relationship with these organisations and using their resources, whether online or face-to-face, we will be able to positively impact the local community. The expectation is these partnerships will be able to improve residents' independence and maximise their well-being and happiness.

Procurement

Supply chains are reviewed to ensure supplies are only purchased from reputable and ethical manufacturers who have ethical and effective practices in:

- Environmental Management
- Modern Day Slavery
- Sustainability
- Anti-Corruption and Bribery
- Equality Act 2010
- Health and Safety

All equipment, where possible, will be purchased and serviced through UK companies to ensure that this benefits the economy, local workforces and technical skills.

We aim to use local companies for all supplies wherever possible and have a company policy of recycling printer cartridges, paper, cardboard and other supplies as appropriate.

Health and safety

Given the nature of our services, health and safety is a priority within EFH workspaces.

EFH Health and Safety Policies and Procedures are issued to all employees at the start of their employment, and induction training for all staff reinforces specific health & safety training.

Environment

EFH seeks to reduce usage by encouraging employees to turn off equipment and lights outside normal office hours and, where possible, minimise usage during working hours. We encourage all staff to develop a sustainable approach to their work and make the most efficient and effective use of all resources.

EFH is committed to review sustainable energy sources and implement where reasonable to do so.

EFH encourages staff to use sustainable modes of transport to commute to work. We aim to deploy staff in tight geographical areas to minimise travel.

Political and charitable donations

EFH policy is that it does not donate money, services, or facilities to political parties.

EFH is a wholly owned subsidiary of Turn to Us and endeavours to work collaboratively with this charity and other charities and organisations that are either in some way local, or of interest, to its employees.

Fair management of suppliers

It is our intention that suppliers, wherever possible, are paid within the agreed contractual terms.

Our key performance indicator for this is 95% within their contractual terms (usually 30 days) and the remaining 5% within 45 days.

Quality Assurance Policy

This is part of our continuous improvement and quality assurance framework. Please see separate policy.

Training

Care staff are provided with an awareness of our EFH commitment to improving social impact at all suitable stages of their employment from induction onwards.

Seeking Feedback about

EFH will seek feedback from people, families, staff, involved professionals and volunteers about their experiences of improvements made to enhance and deliver sustainable social impact where it is appropriate to do so. 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

Social value act: information and resources

<https://www.gov.uk/government/publications/social-value-act-information-and-resources/social-value-act-information-and-resources>

Review date	Next Review Date
May 2024	May 2027