

SECTION 6 — HEALTH, WELFARE & PERSONAL CARE

POLICY 58 — HEALTH & WELLBEING POLICY

58.1 Purpose

Homeward Futures LTD is committed to promoting the physical, emotional and general wellbeing of all residents.

The purpose of this policy is to ensure that residents are supported to understand their health needs, access appropriate healthcare and develop the skills and confidence required to manage their health as independently as possible.

58.2 Scope

This policy applies to:

- All residents receiving accommodation or support from Homeward Futures LTD.
- All staff involved in supporting residents.
- Health and wellbeing activities undertaken as part of the support service.

58.3 Policy Statement

Homeward Futures LTD will:

- Promote positive physical and emotional wellbeing.
- Encourage residents to register with appropriate healthcare services.
- Support residents to access healthcare.
- Encourage preventative healthcare.
- Respect residents' choices and autonomy.
- Promote healthy lifestyles.
- Identify and respond appropriately to health concerns.
- Support residents to understand and manage their own health.
- Maintain appropriate confidentiality.
- Make safeguarding referrals where health concerns indicate a safeguarding risk.

58.4 Access to Healthcare

Residents may be supported to access:

- General Practitioners.
- Dentists.
- Opticians.
- Pharmacies.
- Sexual health services.
- Mental health services.
- Emergency services.
- Other appropriate healthcare services.

Staff may assist residents with identifying appropriate services, arranging appointments and understanding healthcare information.

58.5 Health Promotion

Staff may support residents to develop healthy routines relating to:

- Nutrition.
- Exercise.
- Sleep.
- Personal hygiene.
- Hydration.
- Smoking cessation.
- Alcohol awareness.
- Substance misuse.
- Sexual health.
- Emotional wellbeing.

Support should be non-judgemental and appropriate to the resident's individual circumstances.

58.6 Health Concerns

Where a resident appears unwell or reports a significant health concern, staff will:

1. Listen to the resident.
2. Establish whether immediate action is required.
3. Encourage or support access to appropriate healthcare.
4. Contact emergency services where necessary.
5. Record significant concerns.
6. Consider whether safeguarding procedures are required.

Staff must not diagnose medical conditions or provide medical advice outside their competence.

58.7 Emergency Medical Situations

In an emergency, staff will:

1. Assess the immediate situation without placing themselves at risk.
2. Call 999 where required.
3. Provide appropriate assistance within their training.
4. Follow emergency-service instructions.
5. Inform management where appropriate.
6. Record the incident.
7. Follow up with relevant professionals where appropriate.

58.8 Confidentiality

Residents' health information will be treated as confidential and handled in accordance with applicable data protection legislation and Homeward Futures LTD's confidentiality procedures.

POLICY 59 — MEDICATION SUPPORT & ADMINISTRATION POLICY

59.1 Purpose

The purpose of this policy is to ensure that residents receive safe and appropriate support with medication while promoting independence and respecting their right to make decisions about their own healthcare.

59.2 Policy Statement

Homeward Futures LTD recognises that residents may have different levels of ability and confidence in managing medication.

The organisation will encourage residents to manage their own medication wherever they are safely able to do so.

59.3 Medication Support Levels

Support may include:

Level 1 — Independent

The resident:

- Stores their medication safely.
- Understands what medication they take.
- Takes medication independently.
- Manages prescriptions and repeat medication.

Level 2 — Prompting or Reminding

The resident is able to take their own medication but may require:

- Verbal reminders.
- Prompts.
- Support to organise medication routines.
- Assistance remembering appointments or prescription renewals.

Level 3 — Practical Assistance

Where appropriate and within staff competence, a resident may require practical assistance with medication-related tasks.

Any such arrangement must be clearly documented and risk assessed.

Level 4 — Administration

Medication must only be administered by staff where Homeward Futures LTD has appropriate arrangements, training, competency assessment, authorisation and procedures in place.

59.4 Medication Administration

Where staff administer medication, they must:

- Follow the prescribed instructions.
- Follow the relevant medication record.
- Check the resident's identity.
- Check the medication and dosage.
- Check the appropriate timing.
- Record administration accurately.
- Report errors or concerns immediately.
- Never administer medication outside their competence or authorisation.

59.5 Medication Records

Where medication is administered or formally supported, appropriate records will be maintained.

Records may include:

- Medication name.
- Dose.
- Time.
- Route.
- Administration record.
- Refusal.

- Missed dose.
- Medication error.
- Relevant observations.

59.6 Refusal or Missed Medication

Residents have the right to refuse medication where they have the capacity to make that decision.

Staff should:

- Respect the resident's decision.
- Encourage the resident to understand the potential consequences.
- Seek professional advice where appropriate.
- Record significant refusals.
- Escalate concerns where there is a significant health or safeguarding risk.

Staff must not forcibly administer medication unless there is a specific lawful framework authorising this.

59.7 Medication Errors

Any medication error must be reported immediately to management and appropriate healthcare professionals.

The resident's immediate safety will be prioritised.

An incident report will be completed and the circumstances reviewed.

59.8 Storage

Medication should be stored safely in accordance with:

- Prescribing instructions.
- Pharmacy instructions.
- Individual risk assessments.
- The resident's needs.
- Any relevant legal requirements.

POLICY 60 — MENTAL CAPACITY & SUPPORTED DECISION-MAKING POLICY

60.1 Purpose

The purpose of this policy is to ensure that residents are supported to make their own decisions wherever possible and that their rights and autonomy are respected.

Homeward Futures LTD will follow the principles of the Mental Capacity Act 2005 where applicable.

60.2 Core Principles

Homeward Futures LTD will operate on the basis that:

1. A person must be assumed to have capacity unless it is established otherwise.
2. A person should be supported to make their own decisions wherever possible.
3. A person should not be treated as unable to make a decision merely because they make an unwise decision.
4. Any decision made on behalf of a person who lacks capacity must be in their best interests.
5. Any action taken must restrict the person's rights and freedom as little as possible.

60.3 Supporting Decision-Making

Staff should consider whether the resident can be supported to make a decision by:

- Providing information in an accessible format.
- Allowing sufficient time.
- Choosing an appropriate environment.
- Using simple language.
- Using visual information where helpful.
- Involving appropriate advocates.
- Breaking complex decisions into smaller steps.

60.4 Capacity Assessment

Where there is a genuine reason to believe a resident may lack capacity to make a specific decision, the appropriate capacity-assessment process should be followed.

Capacity is decision-specific and may change over time.

60.5 Unwise Decisions

A resident must not be considered to lack capacity simply because staff disagree with their decision or believe the decision is unwise.

Staff should consider whether there is an underlying safeguarding concern or evidence that the resident may not understand the decision.

60.6 Best Interests

Where a resident is assessed as lacking capacity to make a particular decision, any decision made on their behalf must:

- Be made in their best interests.
- Consider their wishes and feelings.
- Consider relevant past and present views.
- Involve appropriate people where required.
- Be proportionate.
- Be the least restrictive option.

60.7 Recording

Significant capacity assessments and decisions made under the Mental Capacity Act should be appropriately documented.

POLICY 61 — CONSENT POLICY

61.1 Purpose

The purpose of this policy is to ensure that residents are treated with dignity and respect and that their consent is sought wherever appropriate.

61.2 Policy Statement

Homeward Futures LTD recognises that residents have the right to make choices about their own lives.

Staff will:

- Seek informed consent wherever appropriate.
- Explain what is being proposed.
- Provide information in a way the resident can understand.
- Respect a resident's decision to refuse.
- Avoid coercion.
- Record significant consent decisions where appropriate.

61.3 Informed Consent

Where consent is required, staff should ensure that the resident understands:

- What is being proposed.
- Why it is being proposed.

- Any significant consequences.
- Available alternatives where relevant.
- That they can refuse or withdraw consent where appropriate.

61.4 Withdrawal of Consent

Residents may withdraw consent where legally applicable.

Staff should respond respectfully and consider whether alternative arrangements are required.

61.5 Consent and Information Sharing

Residents' consent should be sought before personal information is shared where consent is the appropriate lawful basis.

However, consent is not always required where information sharing is otherwise lawful, such as where there is a safeguarding concern or legal requirement.

Staff should follow Homeward Futures LTD's Information Sharing and Data Protection procedures.

61.6 Consent and Capacity

Where a resident may lack capacity to consent to a particular matter, staff must follow the Mental Capacity Act 2005 and relevant procedures.

61.7 Emergency Situations

In an emergency, information may be shared or appropriate action taken without prior consent where this is necessary and lawful to protect the resident or another person.

POLICY 62 — PERSONAL CARE & DIGNITY POLICY

62.1 Purpose

Homeward Futures LTD is committed to ensuring that residents are treated with dignity, respect and sensitivity when receiving support with personal care.

62.2 Policy Statement

Residents will be encouraged to manage their personal care independently wherever possible.

Where support is required, it will be:

- Person-centred.
- Respectful.
- Proportionate.
- Private.
- Dignified.
- Appropriate to the resident's needs.

62.3 Personal Care

Personal care may include support with:

- Personal hygiene.
- Bathing or showering.
- Oral hygiene.
- Hair care.
- Dressing.
- Menstrual hygiene.
- Toileting.
- Personal presentation.

Staff should only provide assistance that is necessary and appropriate.

62.4 Privacy and Dignity

Staff must:

- Respect personal space.
- Maintain privacy.
- Explain what they are doing.
- Obtain appropriate consent.
- Use appropriate language.
- Maintain professional boundaries.
- Avoid unnecessary exposure.
- Treat residents respectfully at all times.

62.5 Cultural and Personal Preferences

Staff should take account of:

- Cultural preferences.
- Religious considerations.
- Gender preferences where reasonably possible.
- Personal preferences.
- Communication needs.
- Accessibility requirements.

62.6 Staff Boundaries

Staff must maintain appropriate professional boundaries when providing personal care.

Any concern regarding inappropriate conduct must be reported in accordance with safeguarding and staff conduct procedures.

62.7 Personal Care Plans

Where a resident requires ongoing personal-care support, an individual plan should identify:

- The support required.
 - The resident's preferences.
 - Appropriate boundaries.
 - Risks.
 - How independence will be promoted.
 - Review arrangements.
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POLICY 63 — SEXUAL HEALTH & RELATIONSHIPS POLICY

63.1 Purpose

Homeward Futures LTD recognises that residents are adults and have the right to develop relationships and make informed decisions regarding their sexual health and relationships.

The purpose of this policy is to ensure that residents receive appropriate information and support while safeguarding them from abuse, exploitation and harm.

63.2 Policy Statement

Homeward Futures LTD will:

- Respect residents' privacy and autonomy.
- Provide or signpost appropriate sexual-health information.
- Promote healthy relationships.
- Promote consent and personal boundaries.
- Encourage access to appropriate healthcare.
- Respond to safeguarding concerns.
- Support residents to make informed decisions.

63.3 Healthy Relationships

Residents may be supported to understand:

- Consent.
- Respect.
- Communication.
- Boundaries.
- Equality.
- Healthy relationships.
- Unhealthy relationships.
- Domestic abuse.
- Coercive or controlling behaviour.

63.4 Consent

Residents should understand that consent:

- Must be freely given.
- Must be informed.
- Can be withdrawn.
- Cannot be assumed.
- Must be respected.

Staff should provide age-appropriate and accessible information.

63.5 Sexual Health Services

Residents may be supported to access appropriate services relating to:

- Sexual health screening.
- Contraception.
- Pregnancy testing.
- STI testing and treatment.
- Sexual-health advice.

Staff should respect confidentiality and the resident's privacy.

63.6 Sexual Exploitation

Staff should remain alert to signs of:

- Sexual exploitation.
- Grooming.
- Coercion.
- Trafficking.
- Abuse.
- Pressure from partners or others.
- Financial or material exploitation.

Concerns must be managed under the Safeguarding Policy.

63.7 Relationships Within Accommodation

Residents may have relationships and visitors subject to the Visitors Policy, House Rules, occupancy agreement and safeguarding requirements.

Staff must not unnecessarily interfere in lawful private relationships.

Where there is evidence of abuse, exploitation or serious risk, appropriate safeguarding action must be taken.

63.8 Professional Boundaries

Staff must never engage in sexual or romantic relationships with residents.

Any allegation or concern regarding inappropriate staff-resident conduct must be immediately escalated under safeguarding and staff conduct procedures.

PROCEDURE 64 — HOSPITAL ADMISSION & DISCHARGE SUPPORT PROCEDURE

64.1 Purpose

The purpose of this procedure is to ensure that residents receive appropriate support when admitted to hospital and when returning to Homeward Futures LTD accommodation.

64.2 Hospital Admission

Where a resident requires hospital treatment, staff will:

1. Contact emergency services where required.
2. Support the resident to access appropriate medical care.
3. Provide relevant information to healthcare professionals where lawful and necessary.
4. Inform management.
5. Record the incident.
6. Contact relevant professionals where appropriate.
7. Consider the resident's accommodation and immediate welfare needs.

64.3 Emergency Admission

Where an ambulance is required, staff should:

- Call 999.
- Follow emergency-service instructions.
- Remain with the resident where safe and appropriate.
- Provide relevant information to emergency responders.
- Take reasonable steps to ensure the resident's accommodation is secure.

64.4 Communication With Hospital

Where appropriate and lawful, Homeward Futures LTD may communicate with hospital staff regarding:

- The resident's accommodation.
- Relevant support needs.
- Medication arrangements.
- Communication needs.
- Discharge planning.
- Safeguarding concerns.

Information should only be shared where there is an appropriate lawful basis.

64.5 During Hospital Admission

Where appropriate, staff may:

- Maintain appropriate contact with the resident.
- Liaise with relevant professionals.
- Assist with practical arrangements.
- Support communication with the resident's Personal Adviser or other relevant professionals.
- Participate in discharge planning where appropriate and with appropriate consent or lawful authority.

64.6 Discharge Planning

Homeward Futures LTD should seek to ensure that appropriate discharge planning takes place where the resident is returning to its accommodation.

Where relevant, staff should establish:

- The proposed discharge date.
- Medication arrangements.
- Follow-up appointments.
- Any changes to care or support needs.
- Mobility or accessibility requirements.
- Any new risks.
- Any equipment required.

- Whether the accommodation remains suitable.

64.7 Returning to Accommodation

Following discharge, staff may support the resident with:

- Returning safely to accommodation.
- Understanding discharge instructions.
- Managing medication as appropriate.
- Attending follow-up appointments.
- Accessing food and essential supplies.
- Maintaining their accommodation.
- Re-establishing routines.
- Accessing additional support.

64.8 Changes in Support Needs

If hospital admission identifies that a resident's needs have significantly changed, Homeward Futures LTD will review:

- The resident's risk assessment.
- Support plan.
- Accommodation suitability.
- Staffing/support arrangements.
- Relevant safeguarding arrangements.

Where the resident's needs exceed the service's ability to safely support them, management will liaise with appropriate professionals to identify suitable alternative arrangements.

64.9 Recording

The following should be recorded where relevant:

- Reason for hospital admission.
 - Date and time.
 - Relevant actions taken.
 - Hospital or healthcare contact.
 - Discharge information.
 - Changes to medication where known and appropriately communicated.
 - Follow-up arrangements.
 - Changes to support requirements.
 - Any safeguarding concerns.
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SECTION 6 — HEALTH & WELLBEING RECORD KEEPING

Homeward Futures LTD will maintain appropriate records relating to health and wellbeing support, including where applicable:

- Health assessments.
- Healthcare registrations.
- Appointment support.
- Medication support records.
- Medication errors.
- Health incidents.
- Hospital admissions.
- Hospital discharge information.
- Personal-care plans.
- Capacity assessments.
- Consent decisions.
- Relevant safeguarding concerns.
- Health-related support-plan goals.

Records will be:

- Accurate.
- Factual.
- Relevant.
- Proportionate.
- Stored securely.
- Accessed only by authorised individuals.
- Managed in accordance with applicable data protection requirements.

SECTION 6 — PROFESSIONAL BOUNDARIES

Staff must maintain clear professional boundaries when supporting residents with health, personal care and relationships.

Staff must never:

- Provide medical advice outside their competence.
- Diagnose medical conditions.
- Administer medication without appropriate authorisation, training and procedures.
- Coerce a resident into healthcare decisions.
- Engage in sexual or romantic relationships with residents.
- Unnecessarily access confidential health information.

- Share confidential information without an appropriate lawful basis.
- Undertake personal-care tasks that are outside their role, training or the resident's agreed support plan.

Any concerns regarding professional boundaries must be reported to management immediately.

SECTION 6 — POLICY REVIEW

These policies and procedures will be reviewed:

- At least annually.
- Following significant legislative or regulatory changes.
- Following a serious health, medication or safeguarding incident.
- Following significant changes to the Homeward Futures LTD service.
- Where monitoring identifies a need for amendment.
- Following relevant feedback from residents, staff, commissioners or partner agencies.

The Manager is responsible for ensuring that Section 6 remains current, effective and appropriate to the needs of residents and the services provided by Homeward Futures LTD.