


CONSULTING WITH RESIDENTS

VERSION No	2	
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NUMBER OF PAGES	2	

OUR AIM

Talking to our service users, finding out what they think of services and how they would like services to improve, is imperative to all the staff and management of this home and is our main aim in our everyday working practices.

BACKGROUND

Consulting with service users about their own care is a key provision in Regulation 17, Outcome 1 of the **Health and Social Care Act 2008 (Regulated Activities) Regulations 2010**: Respecting and involving people who use services, in Regulation 18: Consent to care and treatment, in Regulation 9: Care and welfare of service users, and in Regulation 10: Assessing and monitoring the quality of service provision.

The Health and Social Care Act 2008 (Regulated Activities) Regulations 2010

Regulation 17, states that the registered person must, so far as reasonably practicable, make suitable arrangements to ensure that service users are enabled to make, or participate in making, decisions relating to their care or treatment.

According to the regulations service users should be encouraged to express their views as to what is important to them in relation to the care or treatment and, where necessary, providers should assist service users, or those acting on their behalf, to express their views.

Regulation 18, states that the registered person must have suitable arrangements in place for obtaining, and acting in accordance with, the consent of service users in relation to the care and treatment provided for them.

Regulation 9, states that the planning and delivery of care and, where appropriate, treatment should meet the service user's individual needs.

Regulation 10, states that service providers should regularly assess and monitor the quality of the services provided in the carrying on of the regulated activity and in so doing take into account the complaints and comments made, and views (including the descriptions of their experiences of care and treatment) expressed, by service users, and those acting on their behalf.

The regulation furthermore states that providers should regularly seek the views (including the descriptions of their experiences of care and treatment) of service users, persons acting on their behalf and persons who are employed for the purposes of the carrying on of the regulated activity, to enable the registered person to come to an informed view in relation to the standard of care and treatment provided to service users.

POLICY

- Management and all staff must ensure that service users can express their views, so far as they are able to do so, and are involved in making decisions about their care, treatment and support.**
- Service users, or those acting on their behalf, should be:**
 - listened to**
 - involved in assessing, planning and carrying out their care, treatment and support**

- ☑ *consulted about the things that are important to them in relation to their care, treatment and support*
- ☑ *confident that staff will be respectful of their decisions and opinions.*

3. Service users should, where able, give valid consent to care or treatment and should be confident that their human rights are respected and taken into account.
4. Any plans of care should be developed with service users, and / or those acting on their behalf, and that they should be fully involved in identifying their care, treatment and support options.
5. Management should seek information about the quality of experiences of service users, or others acting on their behalf, to understand where improvements are needed.

When the guidance refers to ‘involving’ people who use services, they generally mean enabling people to get involved in the planning and delivery of their own care, treatment and support. This includes people acting on their behalf and groups of people who use services being involved together, for example through local involvement networks or a user forum.

PROCEDURE

1. Management should obtain the views of service users, and those acting on their behalf, in a number of different ways such as obtaining ‘feedback’ include anonymous user satisfaction questionnaires, suggestion schemes and individual and group discussion / staff meetings, voting for employee of the month, as well as evidence from complaints systems, care records and care plans.
2. The management should have effective systems in place to allow service users to make complaints through an established complaints system designed to encourage service users or their relatives or representatives to complain if they were unhappy about anything.
3. Management and all staff should seek the views of residents and establish a link between the expressed views and changes or improvements that were introduced.
4. Management should make the results of service user surveys available to current and prospective users, their representatives and other interested parties by various methods of publishing such as newsletters, information sheets, leaflets, etc.
5. Surveys should be frequently arranged to gather the opinions of relatives and friends as well as the service users themselves.
6. Residents should be enabled to have residents’ meetings which are powerful voice for residents to express their views.