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A rainbow colored swirly logo

Description automatically generated **Promise Care Services Ltd**

# RELATIVES, FRIENDS AND INFORMAL CARERS

Scope

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Policy Statement

This organisation is committed to involving relatives, friends and carers in the partnership work that is inevitable when putting together a package of care. However, it should be noted that no assumption should be made regarding the sharing of information or the involvement of relatives, friends and carers in the care planning process. Consent to share any written or verbal information must be given expressly by the Service User and any deviance to this must be recorded in the care plan and assessment of need. This ensures that staff know exactly who can be involved in the sensitive discussions surrounding the Service User and their needs. This includes the need to check and evidence any formal relationships in respect of decision making and consent on behalf of the Service User such as documentation of a lasting power of attorney (LPA) or power of attorney

This document outlines the policy of this organisation in relation to involving relatives, friends and informal carers in our dealings with Service Users.

The Policy

This organisation recognises that the services it provides to a Service User are only one part of the network of care and support on which the Service User depends. We will always strive therefore to cooperate with and help any relatives, friends and carers whom a Service User identifies to us as important to their support network. We believe that each Service User should be able, in ways and at a level, they decide, to maintain relationships with relatives, friends, and carers; furthermore, that those relatives, friends and carers should be consulted and involved in any aspect of the assessment, care and support of a Service User following their wishes. We see relatives, friends and carers as partners in providing person-centred care, whilst adhering to the principle that the needs and wishes of the Service User remain paramount. We value and seek to encourage their involvement in the life and work of the organisation and will always treat relatives, Friends and Carers with courtesy and respect.

Specific Procedures

The staff of the organisation will only communicate with a relative, friend or carer of a Service User with the Service User’s express permission. We will always respect the Service User’s right to privacy in their affairs, particularly concerning information about them held by or known to the organisation. Subject to those limitations, we will attempt to involve named relatives, friends and carers in all appropriate areas of a Service User’s assessment and care.

Before providing services to a Service User, we will offer both full information on the organisation’s services and facilities, and the contract of service to any relative, friend or carer whom the prospective Service User identifies to us, with written material in a relevant language, style and format;

In carrying out the needs assessment of a prospective Service User, we will consult any appropriate relative, friend or carer; will take fully into account any information they supply about the Service User and their relationship to the Service User and will respect their privacy and other rights. We will be especially sensitive in situations where our staff visit a prospective Service User in a property where a relative, friend or carer also resides.

Where appropriate, we will, in the course of carrying out a needs assessment, seek and take into account information about the needs and wishes of any relative, friend or carer of a prospective Service User;

We will be responsive to information provided by relatives, friends and carers during any further assessment or re-assessment of a Service User’s situation carried out during their period of receiving services.

We will take particular care in dealing with the relatives, friends and carers of Service Users who come from minority cultures, ensuring that our staff are familiar with and respect practices relating to families, kinship and social relationships.

We will involve appropriate relatives, friends and carers in drawing up, reviewing and implementing the care plan of the Service User to whom they are related or otherwise connected.

We will involve appropriate relatives, friends and carers in all aspects of the day-to-day care that our staff provide for a Service User if this is what they and the Service User wish; will consult them in advance if possible and involve them in the decision about any change of care or support worker, and will keep them fully informed on issues relating to the care provided;

We will record the names and contact details of relatives, friends and carers with whom the Service User wishes us to communicate and establish, both with them and with the Service User, the circumstances in which they are to be informed or contacted about any significant development;

We will take all possible steps to encourage and facilitate contact between Service Users and their relatives, friends and carers, by helping with arrangements if a Service User wishes to welcome visitors to their home.

There may however be circumstances such as outbreaks of contagious disease, epidemics or pandemics when visiting will be restricted or when required, prevented. In these circumstances we will take advice from health professionals and follow any government or national guidelines, working with and supporting our Service Users, their families and staff to keep safe

We will regularly update our Service Users and their families and friends in these changing circumstances

We will never act to restrict contact between a Service User and their relatives, friends and carers, except at the request of a Service User or, where aggression to staff becomes an issue.

We will be particularly responsive to the need to involve and cooperate with relatives, friends and carers at times of increasing infirmity, terminal illness or death of a Service User; will show sensitivity to any special requests made to us regarding rituals, cultural practices or required methods of care associated with dying and death; and will try to respond to the needs of relatives, friends and carers after the death of a loved one;

The relatives, friends and carers of a Service User who have been named by the Service User as approved by them will have access to that Service User’s record, whenever they require it.

We will encourage, enable and empower Service Users’ relatives, friends and carers to make complaints and suggestions about the service and ensure that these are promptly investigated and, where appropriate, acted on.

We will systematically seek the views of Service Users’ relatives, friends and carers on the services the organisation provides, using consultation processes and surveys, and will incorporate this material into our quality assurance procedures.

We will encourage and assist the formation of groups of relatives, friends and carers both locally and nationally as an aid to expressing views in ways that can lead to improvements in our services.

If a Service User expresses a wish that the organisation should have no further contact with a relative, friend or carer, that wish will be respected.

If a Service User expresses a wish to cease contact with a relative, friend or carer, we will as far as possible, support them in carrying out that decision.

If it is apparent or suspected that a Service User is suffering any form of abuse from a relative, friend or carer, we will take all necessary steps to protect the Service User, report to the relevant authorities, and collaborate in any further enquiry and action;

We will respect the right of a Service User at any stage to appoint a representative to deal with the organisation on their behalf, and we recognise that this may be someone other than the relatives, friends and carers with whom we had previously had contact. We will provide information to Service Users, relatives, friends and carers about independent advocates who can act on their behalf, and about self-advocacy schemes.

We accept that from time to time, relationships can break down and will work hard to build and maintain professional working relationships, but we will also act to protect staff from unwarranted harassment or abuse.

Informal Carers who Deliver Care

This term often includes family and friends and in end-of-life situations, often includes death doulas. In practice, this is a formal part of the care plan, with specific roles and tasks which the informal carer fulfils as part of the overall care and support to the Service User.

It is important to separate informal caring as their role is often more of an emotional support mechanism rather than a task-related one. However, where they undertake tasks of a personal care nature the following should be considered.

* Do they have sufficient skills and knowledge to undertake the identified task(s) safely?
* Are they able/willing to attend training e.g. moving and handling techniques?
* Agree on who is the lead on the visit where the informal carer is undertaking the tasks, particularly important where there is a double-up
* How are they going to record their care delivery, particularly where monitoring is part of the care needs e.g. fluid intake, bowel movements
* When they cannot fulfil their role/visit, who is responsible for their cover?

Although it is informal care, it is important that the care plan delivery is still evidenced during their caring role and this should be agreed upon and recorded in the care planning process

Related Policies

Adult Safeguarding

Care and Support Planning

Meeting Needs

Related Guidance

GOV.UK Coronavirus: What You Need to Know:

[https://www.gov.uk/coronavirus](about:blank)

Gov.UK: Infection prevention and control in adult social care: COVID-19 supplement

[https://www.gov.uk/government/publications/infection-prevention-and-control-in-adult-social-care-covid-19-supplement](about:blank)

NHS: National infection prevention and control

[https://www.england.nhs.uk/publication/national-infection-prevention-and-control/](about:blank)

Gov.UK: COVID-19: information and advice for health and care professionals

[https://www.gov.uk/guidance/covid-19-information-and-advice-for-health-and-care-professionals](about:blank)

ICO: Guide to General Data Protection Regulation (GDPR):

[https://ico.org.uk/for-organisations/guide-to-the-general-data-protection-regulation-gdpr/](about:blank)

CQC Guidance: Mental Capacity Act 2005:

[https://www.cqc.org.uk/sites/default/files/documents/rp\_poc1b2b\_100563\_20111223\_v4\_00\_guidance\_for\_providers\_mca\_for\_external\_publication.pdf](about:blank)

NICE guideline [NG227]: Advocacy services for adults with health and social care needs

[https://www.nice.org.uk/guidance/ng227](about:blank)

Training Statement

All staff, during induction, are made aware of the organisation’s policies and procedures, all of which are used for training updates. All policies and procedures are reviewed and amended where necessary, and staff are made aware of any changes. Observations are undertaken to check skills and competencies. Various methods of training are used, including one to one, online, workbook, group meetings, and individual supervisions.

Date Reviewed: May 2023

Person responsible for updating this policy: **IFEYINWA ODOEMENAM**

Next Review Date: May 2024