

The SENAD Group

Section 6 Consultation with Service Users, their Families and Significant Contacts

Issue: January 2017
Reviewed: January 2017
Next Review: January 2019
Version: 5.0
Policy Ref: 603.0
Owner: BL

Consultation

The SENAD group is committed to offering quality services to children, young people and adults resident in all its homes, and for adults receiving support in their own homes via our SENAD Community teams.

This policy demonstrates how these peoples' needs will be met, supported by staff and all relevant regulations and legislation will be addressed.

Outcome

Children and adults, the users of our services are encouraged and supported to make decisions about their lives and to influence the way the home is run and/or the service is delivered.

SENAD is committed to working in partnership with young people and adults, parents/guardians and placing authorities. To achieve this objective the Registered Manager **will ensure that each young person's and adults opinions and those of their families and significant others are sought over key decisions that are likely to affect their daily life and their future.**

This is achieved formally through:

- Key Worker sessions.
- Private interviews - where appropriate.
- Monthly residents meetings
- Consultation forms for case reviews and core planning meetings.
- Regular feedback questionnaires
- Information from significant others
- Input from young people and their parents, where possible, into their Placement/Care Plans and Targets
- Access to an independent advocate
- The School Council – where appropriate

During these activities, staff at the home will take into account any communication difficulties that individuals may have. Alternative forms of communication will be provided where necessary.

Staff will take into account the religious, racial, cultural and linguistic backgrounds of children, adults and their families. As far as is practicable, each individual will be able to attend the services of, receive instruction in, and observe any requirement of their religious persuasion.

The Registered Manager ensures that the opinions and views of all young people on all matters affecting them will be ascertained on a regular basis and are not taken for granted. This will be achieved via the key worker system and residents meetings in place at the home.

All managers must ensure that staff record significant views and expressed opinions of children and adults in their individual case records. Again, this will be achieved via all staff but particularly the individuals' key worker. The key worker is also responsible for giving feedback to the young person or adult to his or her family following consultation.

The Registered Manager will also ensure that the opinions and views of parents of young people and adults are ascertained on a regular and frequent basis. This will be achieved by telephone or during visits by the parents/guardians and from the individual's social worker.

Views on the following aspects of the home are sought:

- Young person or adult's care at the home
- The operation of the home
- Adequacy of staff looking after the young person or adult at any given time
- Adequacy of space and furnishings of young person or adult's bedrooms
- Privacy of washing facilities
- Facilities for contacting significant people in the young person or adult's lives
- Young person or adult's sense of personal freedom
- Conduct of staff
- Young Person's input, where possible, into staff appraisals

In the case of young people who are not permitted to contact members of their family, staff will explain why this is the case and, in consultation with the placing authority, make alternative arrangements to consult with others, for example an advocate or independent visitor. In cases that are dealt with under the Mental Capacity Act 2005 an '*Independent mental Capacity Advocate*' (IMCA) will be appointed.

It is acknowledged that many of the young people or adults admitted/supported may have communication difficulties. Where this is the case, alternative means of communication will be used, for example PECS or Makaton. Where necessary, adults who can communicate with the young people or adults will be asked to make a contribution.

The Registered Manager will ensure that the home functions in such a way as to enhance every young person or adult's independence and opportunity to make everyday choices.

This is achieved by the following:

- Each young person or adult will be offered a choice of several options at mealtimes or be actively involved in the weekly menu planning.
- Each young person or adult, where appropriate, will be offered a choice of key worker
- A choice of activities
- A choice of clothing
- Involvement in planning Holiday destinations
- A choice of Bedroom décor
- Any other opportunity to choose on individual choice

The Registered Manager will regularly and frequently seek the views of representatives of the young person or adult's placing authorities on the care of the young person and the operation of the home.

This will be achieved via a number of methods including telephone calls, during statutory visits by the Social Worker or Health Care Representative and at their six-month case reviews. The Registered Manager and senior staff will take these views into account in the development of, and any changes to, the operation of the home.