



## Person Centred Care Planning Policy and Procedure

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## Policy Statement

As a company Banquo Limited seeks to meet Regulation 9: Person Centred Care by educating, training and empowering our staff to deliver care in a person-centred way.

At Banquo Limited we provide high-standard personalised care plans for adult and children with complex needs.

We recognise the importance of listening to people's unique needs and including them in every decision when creating person-centered care plans. Our support teams are committed to providing care with dignity and respect for your and your family's choices and preferences. Our goal is to improve the quality of your life and help you lead an active and meaningful life in the community.

It's important to remember that although person centered care planning can stem from a number of activities, it needs to be integrated into everything we do at Banquo Limited. The idea of person centered care planning is underpinned by the philosophy of doing things 'with' people, rather than 'to' them. Banquo Limited will be flexible to meet service users' needs and work with service users and their families to find the best way to provide their care.

This policy will cover the requirements of the regulations to increase staff awareness but also lay our company expectations in this regard.

## Scope

This policy and the procedures apply to members of staff, contractors, agency and temporary workers, suppliers, Service Users and carers, and anyone else with whom we come in contact with during our work.

## Person-Centered Planning

Together with the service user Banquo Limited will consider:

- Changing needs (including health), wishes and capabilities.
- Encouraging and supporting independence.
- Activities and any practical support needed to access them, including transport.
- How they could build and maintain support networks.
- Information and support needs of family members (including siblings) and carers.
- Carer's assessments.
- Creating a future plan.

## Person-Centered Care Values

Putting people at the heart of every decision in care planning is the core value of a person-centered and humanised approach. Respecting people's choices and needs creates a nurturing environment for the person and their family, increasing the chances for a better and positive outcome.

Here are some of the values that underpin person-centered care:

- **Respect:** Each person is unique and deserves to be treated with dignity, compassion, and respect.
- **Empathy:** The ability to understand and share the feelings of others is an essential aspect of person-centered care.
- **Partnership:** Collaboration between the individual and healthcare professionals is vital to ensure that care is tailored to the person's specific needs and preferences.
- **Humanised Approach:** Person-centered care values the whole person, including their physical, emotional, social, and spiritual well-being.
- **Listening, Responsiveness And Good Communication:** Effective communication is essential for building trust and creating strong bonds between the individual and healthcare professionals.
- **Continuous Improvement And Coordinated Care:** Person-centered care requires a commitment to ongoing learning and improvement to ensure that care is delivered in the most effective and compassionate way possible.

Ultimately, person-centered planning is about putting the individual at the centre of the care process, recognising their unique needs and preferences, and their direct involvement in making decisions about their care planning.

Banquo Limited provides complex care and support for individuals and values person-centered care planning to ensure care plans are tailored to each person's unique needs.

## Key Principles

People using a service have care or treatment that is personalised specifically for them. At Banquo Limited we will work in partnership with the person, make any reasonable adjustments and provide support to help them understand and make informed decisions about their care and treatment options, including the extent to which they may wish to manage these options themselves.

Overview: Regulation 9: Person-Centred Care:

*“The intention of this regulation is to ensure that people using a service receive care or treatment that is **personalised specifically for them.**”*

#### **Assessment And Collaboration:**

- Collaboratively assess the **needs and preferences** of those using our services.
- Design care or treatment to achieve service users’ preferences and meet their needs.
- Enable relevant persons (such as family members or advocates) to understand choices regarding the care proposed and discuss risks and benefits.
- Involve relevant persons in decision-making to the maximum extent possible.
- Consider the person’s capacity and ability to consent.
- Work within the requirements of the **Mental Capacity Act 2005**.
- Provide staff with a clear care or treatment plan to ensure continuity and understanding.
- Making sure the planning is led by the person, with their family, carers or advocates involved where appropriate.
- Involve a practitioner who has a good relationship and communicates well with the person
- Include input from practitioners with good knowledge of local resources
- Look at the person’s life as a whole, including their hopes and dreams.
- People’s care plans fully reflect their physical, mental, emotional and social needs, including those related to protected characteristics under the Equality Act.
- Service users and those close to them (including carers and dependants) are regularly involved in planning and making shared decisions about their care and treatment, so it is centred around them and their needs.
- People understand their condition, care and treatment options (including any associated risks and benefits) and any advice provided.
- People can receive the most appropriate care and treatment for them as the service makes reasonable adjustments where necessary.

#### **Designing Care And Treatment:**

A personalised care plan is simply a record of the outcomes of a care planning discussion between an individual and Banquo Limited.

Whether we develop service users own care plan or use a template, personalised care plans are key.’ It will include the following;

- Banquo Limited’s personalised care plan would include other information such as [SMART goals](#), preferences and personal information.
- We will design care or treatment plans with the aim of achieving service users’ preferences and meeting their needs.
- Enable and support relevant persons in understanding care choices, discussing risks and benefits, and making informed decisions.
- Prioritise the person’s wishes and preferences.

When Banquo Limited is planning a personalised care plan, we need to specify whether or not the service users can physically do something, so our team can assist appropriately. But

in order to make a care plan person centred, we will need to speak with our service users to gauge what they can do, and what they would like to do. Whilst it may be clear that they cannot walk unaided, they may get great satisfaction from choosing how they dress, or the activities they enjoy. By focusing on their strengths, we can build a care plan that helps to support their goals.

### **Involvement And Empowerment:**

- Enable relevant persons to actively participate in decisions related to the service user's care and treatment.
- Provide opportunities for relevant persons to manage aspects of the care plan.
- Recognise and respect the person's independence.

### **Person-Centered Care Planning Process**

The first and most important aspect of person-centered planning is building a strong bond between Banquo Limited and our service users. Banquo Limited will successfully create a personalised care plan by diving deeply into the well-being of the individual to understand how the person feels, what their desires are and future life goals.

Banquo Limited will look at several key points in the process of person-centered care planning, including:

- Receiving and learning all the relevant information about the person's mental and physical health, including medical history and family history.
- Information about the most important life events for the person and their family.
- Crucial information about continuity of care and for use in case of emergency.
- Habits and important daily rituals for the person, including hobbies, interests, what they like or dislike, what makes them happy or challenged, and important daily routines.
- Finding the best way to include the person in the decision-making.
- Related risks and benefits of every option.
- Duties and responsibilities of our care workers are designed to meet all of the person's needs and provide the best possible [quality of care](#).
- The person's expectations from the Banquo Limited and their future goals and aspirations.
- Following the Mental Capacity Act, supporting people to make their own decision, or when a person lacks the capacity to express their desires and needs, ensure the least restrictive option is taken.

### **Progressive Language**

In the social and healthcare sector, progressive language refers to using appropriate words and phrases when describing specific mental and physical health challenges. It promotes [diversity](#), respect and dignity for everyone regardless of age, gender, social background or health. Progressive language is used to prevent stereotypes or marginalising certain groups in the community.

The progressive language movement was developed to oppose the social terms and expressions that are mainly focused on people's disabilities, limitations or challenges. The progressive approach and language are primarily focused on describing people's differences rather than disabilities, fostering their skills and strengths, and what they CAN do. For example, instead of saying disabled people, we can say people with a disability. Ultimately, we are all born different, with distinct strengths and weaknesses.

### **Communicating With A Person, Not Service Users**

When looking at people as service users, we are only focused on their health and social challenges and limitations. The main goal is managing the "problem".

On the other hand, treating people as persons rather than just service users allow Banquo Limited to learn much more about their current mental and physical state and how we can help them live more independent and fulfilled lives. This involves more inclusive care and treatment options designed to the person's preferences.

As mental and physical health is integral to people's general well-being, a person-centered approach and care planning promote better results and positive outcomes, resulting in a significantly improved quality of life for the people we support.

### **Strength-Based Approach**

A [strengths-based approach](#) is a holistic and multidisciplinary process based on evidence in positive psychology practices. This approach is based on identifying and fostering people's strengths and skills rather than weaknesses and limitations.

The person-centered and strengths-based approach is rooted in the belief that every person has unique capabilities and talents. These strengths can help individuals achieve their goals and contribute to society or the community.

### **Using Goals, Hobbies And Interests**

Skilled and experienced carers create strong, trusting relationships with the people they support. When building the bonds, the carers can identify the person's personal goals, hobbies and interests.

Once we discover what makes people happy and satisfied, we can create a strategy to implement different activities and daily routines to encourage people to reach their goals and become more independent at home and in the community.

### **Implementation**

- Develop a clear care and treatment plan that includes agreed-upon goals.
- Make the plan available to all staff and others involved in providing care.
- Include ways to maintain the person's independence where relevant.
- Set an agreed review date for ongoing assessment and adjustments.

## **Benefits Of Personalised Care And Support Planning**

- Focuses on personal goals, preferences and needs, results in more effective care with better outcomes and experience and improves safety.
- Well-designed documentation systems and processes support effective communication between health and social care professionals and people receiving care.
- More robust documentation systems and processes will facilitate information processing, analysis and intelligence that compliments the work of health and social care professionals, improving the safety and quality of care.
- Encourages collaboration between care professionals, service users, and their carers
- Goals are agreed upon, support needs identified, action plans developed, and progress monitored.
- Recognises individual assets and provides a proactive approach to care.

Using a personalised care plan offers numerous benefits that enhance the quality of care provided. A well-designed personalised care plan ensures consistency in care, as it standardises the documentation process and helps caregivers follow a structured approach. This consistency is crucial for maintaining high standards of care across different caregivers and shifts.

Additionally, a personalised improves communication among caregivers by providing a clear and concise care plan example that everyone can follow. This reduces misunderstandings and ensures that all caregivers are on the same page regarding a service user's needs and preferences.

Personalised care plan templates also facilitate compliance with regulatory requirements, such as those set by the CQC. By using a standardised care plan example, caregivers can easily ensure that all necessary elements are included, reducing the risk of missing important information.

Incorporating a personalised care template into the service routine streamlines the care planning process, making it more efficient and effective, and ultimately improving the quality of care provided to each individual.

## **How To Ensure The Service User Is Involved**

- Building relationships with service users and their families and NOK, as well as good communication is critical.
- Prioritising the person's wishes and preferences ensures meaningful involvement in care planning.
- Understanding and respecting each individuals needs and preferences.

## **Keeping Everyone Involved**

Learning how to write a care plan means making sure that everyone has a say - and treating everyone involved in the care of a service user as an extended team member (yes, even the service user we are caring for!)

Treating the service user who use our services with empathy and respect; asking them about their wishes, their likes and dislikes and factors that will influence the care we provide.

We will agree on mutual expectations and be sure to review these frequently, involving all parties in any decisions.

Banquo Limited will also ensure that wherever possible we are respecting the privacy of those we care for. We will use paper care plans, which will be kept in a service users home, this means some potentially private information is available to any visitors to their home. Banquo Limited will speak to the service users and ask them what they're happy to share - and if we can, we would use HLTH manage, to ensure that sensitive data is never left out in a service user's home.

## **Ask For Feedback (And Action It!)**

Asking for feedback can seem like opening a can of worms. With so many people involved in a service users care, there will be many opinions that need to be respected. However, at Banquo Limited we will utilise a care plan template and create a person-centered approach to care planning from the start. If we receive feedback that highlights improvements or requests, we will communicate what we will do to action it. Banquo Limited will gather feedback through our early survey, We will be using Google Forms for this.

Banquo Limited will have regular contact with the service user as this is a key component and will allow us to offer them the opportunity to direct and discuss their care. Find out what's working for them, what they'd like more of, and how you can support it. This will help to maintain a person-centered approach and ensures they are always in control of their care.

As we will be using a care plan template this will streamline the process, making it easier to implement changes based on the feedback received.

## **Continuity Of Care**

It's not always possible to assign our care team to the same people all the time. However, wherever possible, Banquo Limited should strive to ensure the person is supported by the same home care worker(s) so they can become familiar with them. Utilising care plan templates will help in documenting and managing these assignments effectively.

Writing a personalised care plan, we can actively try to 'match' Banquo Limited team members to the service user. This will allow Banquo Limited consider the service users care and support needs, the care workers' skills, and, if possible and appropriate, both parties'



interests and preferences. Care plan templates can be a valuable tool in this matching process, helping to ensure that all aspects of care are documented and considered.

This approach not only enhances the quality of care but also supports the development of trust and familiarity between the care worker and the service user receiving care.

HLTH Manager provides in depth reports that allow us to see the percentage of visits to a service user by one care professional, so we always have visibility over our care continuity and can make changes weekly (when we receive the report).

## **Compliance And Accountability**

### **Legal Framework**

- Providers must work within the requirements of the **Mental Capacity Act 2005**.
- Consult carers, families, and advocates as appropriate.

### **Regulatory Oversight**

- The Care Quality Commission (CQC) monitors compliance with this regulation.
- CQC may take regulatory action if providers fail to meet these standards.

### **Monitoring**

This policy will be monitored on a continuous basis, depending on the changing needs of the service users and scope of practice.

## **Legislation And Guidance**

Equality Act 2010

The Human Rights Act 1988

Accessible Information Standard <https://www.england.nhs.uk/ourwork/accessibleinfo/>

<https://www.cqc.org.uk/guidance-providers/gps/gp-mythbuster-67-reasonable-adjustments-disabled-people>

[Regulation 9: Person-centred care - Care Quality Commission \(cqc.org.uk\)](#)