



## MANAGEMENT ANSWERS

# FACILITATE DECISION MAKING WITH CLIENTS WITH REGARD TO THE PERSONAL, LEGAL AND/OR AFFAIRS.

© John Eaton 2005 All RIGHTS RESERVED

Candidate Name.....

Jet Training, Trenchard House, Minehead Road, Norton Fitzwarren, Taunton, Somerset, TA2 6NS  
Telephone 01823 270845 Mobile 07775643169  
Email: [info@jet-training.org.uk](mailto:info@jet-training.org.uk)

## **EXPLAIN HOW YOU WOULD FACILITATE DECISION MAKING WITH CLIENTS WITH REGARD TO THE PERSONAL, LEGAL AND/OR AFFAIRS.**

I would issue clients a Quality Assurance Charter as set out below which sets out how we are going to manage their personal, legal and or affairs

### **QUALITY ASSURANCE CHARTER**

#### *Professional Conduct*

The Managers, Senior Staff, Health Care Assistant have one common aim in running the Home which is responsible for the care, comfort, Quality of life and independence of the residents.

The Home has very few rules and the management and staff will try to meet the individuals requirements. Residents are consulted about activities, likes and dislikes regarding food. Care is taken to respect the wishes of residents at all times.

The Home's management staff believe that the environment is of vital importance in the provision of Quality care and work as a team to help residents feel as comfortable and relaxed as possible.

The Home is an equal opportunities employer and no discrimination of any sort is practised.

The Home's management and staff:

- Administer the Home in a proper and safe manner in accordance with, good practice and Social Service and Health Authority guide lines.
- Keep proper records as required by Government, registering authorities and the requirement of Quality Management
- Guarantee payment of all personal allowances to residents and practice maximum integrity in all financial transactions.
- Keep the Home clean safe and maintained in good order at all times.

#### *Quality of Life*

The Home recognises the need to have a happy, relaxed atmosphere offering sanctuary from anxiety and stress. The management and staff provide as high a Quality of life as possible.

### *Independence*

The Home will give the opportunity for our residents to make decisions for themselves wherever possible, and also decisions which may entail the acceptance by the resident and carer of a degree of risk. Residents are encouraged to promote any self-care which may be necessary, to enhance their independence in the community.

### *Autonomy*

The Home wishes to allow significant autonomy to its clients in the management and occupation of their time. Autonomy must develop with responsibility in order to maximise self reliance.

### *Medication*

The Home will have a system of managing and recording medication. Where independent living is imminent self medication will be encouraged. The system in use will be acceptable to the Registering Authority involved.

### *Health Care*

The Home has a system for arranging General Practitioner, Daycare and Outpatient appointments.

Residents are entitled to retain their own General Practitioner if this is geographically possible. In the event of physical illness, the care given in the Home will be commensurate with the ability of the Home to care adequately whilst complying with the Registering Authorities requirements.

Any resident is entitled to private consultation with Doctors where appropriate, though the Home needs to be involved in the day to day health care of their residents in order to be able to monitor health.

### *Admission*

The Home, unless the situation dictates, requires prospective residents to visit the Home and to be given an opportunity to familiarise themselves before making a commitment. A trial period of one month is usual with the new resident. Terms and Conditions of residency are set out clearly to all residents.

### *Visitors*

The Home's visitors are welcome at any reasonable time if the resident wishes to see them. We advise visitors to check prior to arriving that the resident is available.

### *Diet*

The Home provides a nourishing and varied menu with special diets as necessary. A copy of the menu is available for inspection.

## *Advocacy and Advice*

The Home advises that a Solicitor be contacted where necessary. Where no other help is available and in minor needs we will provide advocacy and advice regarding residents' welfare, benefits and other situations.

## *Self Advocacy*

The Home encourages residents to speak for themselves, either directly, via group meetings, through relatives, by staff or other involved person.

## *Confidentiality*

The Home ensures that all information of a confidential nature gained through the course of work, will not be divulged to a third party, without the consent of the resident.

## *Privacy*

The Home believes privacy is an important part of its care practice. Unnecessary invasion of privacy is an intrusion. Staff are made aware of the Home's expectations through its induction and training processes.

## *Forms of Address*

The Home believes residents will be put at ease if they are asked how they like to be addressed, and have explained to them how other residents and staff are addressed.

## *Emotional Support*

The Home's residents' emotional needs are many and varied. The residents own thoughts and beliefs should be respected wherever possible, each resident being treated as an individual, with support being offered as necessary.

## *Planning of Care*

The Home's residents require careful care planning, and we believe the resident should be involved wherever possible. This is necessary to be reviewed at set intervals.

## *Staffing Criteria*

The Home takes all reasonable steps to ensure that staff employed have no previous history which would be inconsistent with a caring profession. All prospective staff are interviewed and supply references and have a probationary period to gauge suitability.

## *Staffing Needs*

The Home requires a varying degree of staffing to meet the needs of our residents and the requirements of the relevant authority. Flexible working allows evening and weekend activities to take place.

## *Training*

The Home recognises the need for training programmes allowing staff to keep up to date with current thinking. Both formal and information education and in-house training will be sought.

## *Misunderstandings and Complaints*

The Home has a complaints procedure which is posted in the entrance halls of each Home. It makes clear what actions to take and who to complain to.

## *Community Facilities*

The Home's residents are encouraged to use local facilities, churches, sports and day centres, dentists, hairdressers, chiropodists, etc. Many of these services also are available in the Home.

## *"Its My Home" Assurance*

The Home encourages residents to have reasonable access within the Home and view sympathetically requests to use the facilities that are available. Companionship is encouraged, but the privacy of residents in their own rooms is also respected.

## *Resident Participation*

The Home encourages residents to help make decisions about how the Home is run. Weekly meetings and individual comments are vehicles to allow their ideas to be expressed. If, however, there is a disruptive element at the Home, the residents should be given the opportunity to voice their concerns, in private, if necessary to Managers and Professionals.

