



# Resident Involvement & Empowerment

## 1. Background

Abbeyfield The Dales (ATD) aims to enhance the quality of life for older people and develop services that will meet the needs of future generations. We are committed to resident involvement and empowerment and will ensure that residents are able to influence and contribute to the design, development and delivery of current and future services.

The involvement, consultation and empowerment of residents will ensure that when we make decisions about current and future services the views of current residents are heard, and their contribution is valued.

Resident involvement ensures meaningful dialogue with residents to inform and shape the way services are delivered and to drive improvement in the quality and safety of the services provided, including the quality of the experience for residents.

ATD will offer residents the opportunity to be involved in reviewing its current support provision and inputting to the planning of future services. ATD recognises that the interest residents may have in involvement will vary and will balance ensuring the voices of interested residents are heard against putting pressure on residents to be involved beyond their interest.

This policy has been developed to ensure a consistent approach to resident involvement and empowerment across all Abbeyfield services.

## 2. Objectives

ATD is committed to providing services that enhance the quality of life for older people and developing services that will meet the needs of future generations. This commitment is based on the Mission and Values of ATD. ATD will also comply with all relevant and current legislation.

The aim of this policy is to:

- Ensure ATD consults effectively with residents and in doing so also fully complies with the requirements of its principal regulators.
- Develop forms of participation that will appeal to residents, ensure they are listened to and provide them with real choice and support residents to enable them to be involved.
- Ensure residents are consulted with and given every opportunity to participate in setting and developing their service requirements to meet current and future needs.
- Develop ways in which residents can share their views about how services are delivered and influence decisions about how improvements can be made.
- Ensure ATD consults effectively with residents and that the views of residents are listened to and valued.
- Support and empower residents to be fully involved in making decisions which affect them and develop forms of participation that will include all residents.
- Ensure staff work effectively and in partnership with residents in order to be responsive to changing aspirations and needs.
- To raise awareness of the benefits of resident participation in the quality assurance process and improving the quality of services.

### 3. Scope

This policy applies to all staff and volunteers who support and care for ATD residents.

The reference to residents throughout this policy is intended to also include relatives of residents, where the resident wishes them to be involved, and residents' representatives who are lawfully acting on their behalf.

### 4. Policy

#### 4.1. Values

This policy is formed and governed by the values of Abbeyfield:

##### 4.1.1. Caring

Caring means that the wellbeing of our residents is central to everything we do, and that every individual will be treated with dignity and respect. It also embraces our volunteers and staff, and by learning and supporting each other, ATD will be an organisation where people can grow and find fulfilment.

##### 4.1.2. Openness

Openness means that as an organisation we encourage and support new ideas from our residents, volunteers, and staff, and by learning through discussion we appreciate each other's differences and will adopt suggestions which improve the service that ATD provides. We will be open to change and will seize opportunities that allow us to continue working towards our mission.

##### 4.1.3. Honesty

Honesty means that we will each work in an ethical way. As individuals we will each lead by example in order that residents, volunteers, and staff will have confidence in the integrity of ATD.

##### 4.1.4. Respect

Respect is something we understand we must earn. We earn it not only by valuing each other as individuals, and valuing each other's views, beliefs and background, but also by working hard to develop relationships with our residents, volunteers, staff and the communities in which we operate. We act in a respectful way towards each other, honouring the commitments and promises we have made to each other.

#### 4.2. Service Quality

ATD is committed to involving residents in all aspects of its service. We will:

- Seek the views of residents individually and collectively on the standards and quality of the service it offers both generally and in terms of how this meets individual needs.
- Offer every resident a wide range of opportunities to be involved in the service delivery and future planning of their ATD service.
- Consult with residents and provide opportunities for them to influence the way services are delivered.
- Provide residents with a range of opportunities to influence how ATD implements good practice and meets external regulatory requirements.
- Provide accessible support for residents to be involved in providing support to build their capacity to be making the contribution they want.
- Provide residents with opportunities to review the policies and procedures that underpin its work. If a resident has comments on a policy or procedure the society will consider their views and will share them with person leading on the policy for ATD.
- Fully involve residents in all decisions about the care and support they receive to ensure they are able to live their lives in the way they choose.

In order to create an empowering environment which promotes residents' involvement each service will:

- Ensure that residents have access to clear and relevant information that is provided in a format that is appropriate, accessible and takes into account residents' diverse needs.
- Actively seek ways to involve residents in the design and delivery of services and decision making.
- Encourage residents to engage in an ongoing and responsive cycle of quality improvement.
- Recognise that some residents will be more interested in participating than others and that a range of methods will be necessary to keep residents informed and involved.
- Enable residents to access suitable advocacy services where they need support to express their views.
- Value all the contributions to engagement activities and take timely action as a result of feedback.

### **4.3. Involving Residents**

ATD has identified a range of ways in which residents can be involved and their views sought and responded to:

- Producing a Resident's Guide to provide information about the service.
- Providing residents with good quality, easy to understand, accurate and up to date information.
- Making policies and procedures available to residents.
- Highlighting the benefits of resident participation and make sure organised consultation and engagement events are provided with the opportunity to exchange views and information.
- Compiling reports and meaningful action plans and make these available to residents to show how their views are being acted on.
- Making results from both internal and external inspections and audits available for residents.
- Ensuring residents are able to make suggestions about improvements to the service either directly to a member of staff or the manager, or via a formal scheme such as a suggestions box or book.
- Conducting satisfaction surveys with residents and their representatives. The results will feed into the improvement process and all analyses and action plans must be made available.
- Allowing residents to have the opportunity to express their views on all improvement or action plans.
- Ensuring all communication / notice boards are regularly updated with information covering a wide variety of topics, including independent advocacy and how to make a complaint.
- Ensuring the Complaints procedure is available and accessible to all. The procedure must be open and transparent and resulting actions should be shared when appropriate. Outcomes should be reviewed, and lessons learned used to improve the quality of the service.
- Making sure the recruitment process is open, transparent, and safe and where possible and appropriate, residents have the opportunity to be involved in the recruitment process.
- Holding regular resident meetings during which residents should be encouraged to contribute and to discuss issues that matter to them, for example, social activities/events, menu planning, staffing, and the environment. Meetings provide an appropriate forum to discuss any aspect of the service or to consult with residents about

changes to the service. It is good practice to also invite relatives to these meetings and/or to hold separate relative's meetings.

- Supporting residents to contribute, in person or in writing, to any relevant committees or groups that exist in the service, community or wider organisation. This may be to voice their own views or to represent the views of others.
- Ensuring every resident has the right to individual review meetings to discuss their personal needs and wishes and to agree how their needs will be met by the service.
- The Care Plan review meetings identify individual residents' views on key issues and where appropriate and with the agreement of the resident these are discussed with the Senior Management Team if their input is required to inform change or highlight issues.
- Where a resident has the skills and backing of the other residents they may sit as a residents' representative at any meetings where resident representation is required. In this role they will consult other residents, represent their views and feedback to them.

#### **4.4. Responding to Residents**

- A resident's view or question is treated seriously and with respect.
- The view or question is represented fully and faithfully to the individual or group best able to respond.
- The view or question is fully considered, and the outcome is reported to the individual or individuals who raised it.
- There should be a written record of any views or comments put forward by residents and of the actions taken in response to them.
- It is important to check that the actions taken have met with the residents' approval and that there is a satisfactory outcome.

It may not always be possible to respond to a resident in the way they would like. Where this is the case, there must be a justifiable reason, and this should be explained to the resident and documented.

#### **4.5. Complaints & Concerns**

Ensuring the Comments Compliments and Complaints procedure is available and accessible to all. Residents and their representatives should be encouraged to share any complaints and concerns they have; we respond to these and use them to improve the overall quality of the service offered. Outcomes should be reviewed, and lessons learned used to improve the quality of the service.

### **5. Finance, Value for Money & Social Value**

The implementation of this policy will contribute social value and value for money by:

- Promoting good equal opportunities practice in hearing and valuing the voices of residents which contributes to their wellbeing and reduces the marginalisation, social isolation and exclusion older people often experience.
- Drawing on the resource of the skills, knowledge and experience held by the older people who are residents in ATD's houses and homes.
- Assisting ATD in assessing whether the services it provides to older people are value for money.
- Making a positive statement about the contribution of older residents in ATD by improving its current and future service delivery.

### **6. Supported Appendices**

N/A

## **7. Linked Policies**

Comments, Compliments & Complaints (LG006P)  
Resident's Rights (C026P)  
My Life (R011P)  
Care Planning & Key Working (C008P)  
Advocacy and the Duty to Consult (R001P)

## **8. Legislation/Regulation**

Homes England: Tenant Involvement and Empowerment Standard.  
Health and Social Care Act 2008 (Regulated Activities) Regulations 2014

## **9. Review**

Every 3 years, subject to regulatory and legislative changes.

## **10. Procedure/Guidance**

N/A