



EMPOWERING CLIENTS & MAXIMISING INDEPENDENCE POLICY & PROCEDURE	
QA REFERENCE	Management P&P No 29 - Int 10 01 2018
DATE INTRODUCED	10 th January 2018
DATE REVIEWED	
DATE OF NEXT REVIEW	10 th January 2021
WRITTEN BY	Chief Operations Officer
REVIEW RESPONSIBILITY	Chief Operations Officer
SIGNATURE OF APPROVAL Gary Simpson, Chief Executive Officer
REFERENCES –	
Relevant Legislation	
Other MASP Policies	
FORMS & TEMPLATES	NA

1. INTRODUCTION

MASP is committed to ensuring that service participants are empowered to exercise choice and control over the support they receive and to realise their full potential to live independently.

This policy sets out how this will be achieved.

This commitment is in line with MASP’s philosophy and our standards for the provision of support.

2. INDIVIDUAL SUPPORT PLANNING

It is expected that each client will actively participate in and have an individual outcome focused Support Plan based on their identified goals, needs, strengths and aspirations (as determined during their assessment).

Support Plans or Person Centred Plans will fully take into account client views, aspirations and cultural, religious and lifestyle needs and will involve family, carers or other professionals as appropriate.

The support plan will set out objectives and desired outcomes for the service participant and it is expected that the promotion of independence will be a key objective for most service participants.

The Support Plan will outline the strategies to be used by staff to enable the service participant to become more independent.

The Support Plan will be reviewed regularly in order to review progress and achievement of personal goals and to identify areas where support needs to be targeted to ensure further progress towards independence.

3. EMPOWERING CLIENTS

MASP is dedicated to ensuring that clients are empowered to exercise maximise choice and control over their lives and the support they receive.

This is achieved through enabling clients to be fully involved in the design, development and delivery of the service in order to ensure that the support we provide is a true reflection of the needs and preferences of the service participants.

This will include empowering service participants to make their views known through our accessible complaints and suggestions procedures and through facilitating regular consultation opportunities for clients and their carers to participate in.

Service participants will also be empowered to enjoy full engagement with their wider community and to participate as full and equal citizens.

Our staff have a positive view of each person's potential to achieve their goals and outcomes.

Clients will be supported to make a positive contribution to their community through accessing paid or voluntary employment, exercising their civil, human and legal rights, participating in local community forums, etc.

4. PROMOTING INDEPENDENT LIVING SKILLS

Service participants will receive support in all areas of daily living as required (and particularly with respect to housing related support services).

Staff will adopt an approach of 'just enough support' in order to promote clients' ability to do as much for themselves as possible.

Support will be delivered in ways which maximise the skills, coping abilities and independence of service participants.

Staff will receive training in ways to promote independence and reduce dependence on services (staff will provide encouragement, motivation and work with people to develop confidence and increase their independent life skills in doing as much for themselves as possible).

5. A PREVENTATIVE APPROACH

Staff will adopt preventative approaches to working with people – avoiding unnecessary deterioration in a person's ability to live independently (ie mental health crisis, deterioration in physical well-being, fall prevention, etc).

6. RE-ENABLEMENT

Across all of our services there will be a focus on rehabilitation and re-enablement to enable people to recover from situations which have led to a loss in independence.

We will work with people in outcome focused ways, delivering targeted support to enable relearning of skills.

In particular staff will work with clients to provide motivation and reassurance which will underpin the rebuilding of confidence in one's own abilities.

In addition, we will work closely with health and allied health professionals to ensure that service participants receive specialist input in this area (ie Occupational Therapists, Physiotherapists).

7. AIDS, ADAPTATIONS AND ASSISTIVE TECHNOLOGY

We see aids, adaptations and assistive technology as crucial to enabling people to achieve their maximum levels of independence. We will work closely with health and allied health professionals to ensure that individuals have access to the full range of resources which will enable them to continue living safely and independently in their own homes.

8. POSITIVE RISK TAKING

Across all of our services we will ensure that staff adopt a positive approach to risk taking which will enable people to develop the skills/confidence and experience opportunities for personal development which are so essential to achieving improved levels of independence.

Fundamentally we expect staff to hold a positive view of each person's potential and to assess and manage risks based on this positive view (whilst upholding our duty of care).

We will work closely with our partners in care teams or other multidisciplinary teams to assess risk and develop risk management strategies (both proactive and reactive) which ensure the least restrictive approach, whilst avoiding exposure to unnecessary levels of risk.

Together we will decide what constitutes an acceptable level of risk (and particularly where people are subject to legal restrictions).

Underpinning this approach will be effective systems of verbal and written communication and a cohesive framework clearly linking responsibilities at an individual, multi-disciplinary team and service/organisation level.

People will be supported to exercise choice and control over their lives.

If an individual is deemed to have capacity to make their own decisions then this right will be strongly upheld by staff.

We will adopt a positive approach to risk taking, which will maintain the balance between effective risk management and service participant personal autonomy.

We will use support/person-centred planning to work with individuals in a goal-centred way to achieve a greater level of independence.

We will establish clear and consistent boundaries and expectations for/of people.

We will provide support and advice to service users which will enable them to make informed decisions (including understanding the consequences of certain actions) taking into account communication needs.

In terms of delivering this approach, we will provide training for staff in positive risk assessment/management and will ensure we only recruit staff who have the skills and competencies to encourage positive, responsible risk taking.

Our senior staff are experienced practitioners and will provide strong leadership and guidance to staff teams in positive risk management.

9. MINIMISING RELIANCE ON PAID SUPPORT

We will support service participants to enjoy improved community participation which will work towards reducing their reliance on paid support (including opportunities to expand social networks and develop informal supports).

Staff will develop a sound knowledge of what is available in the local area so as to be able to effectively link service participants in with universal resources and meaningful activities.

Staff will work with service participants to develop the confidence and self-esteem needed to get actively involved in their local communities and will ensure the practical issues (such as transport, finances) are addressed, removing any potential barriers to full community participation.

10. STAFF TRAINING

All staff will receive training as part of their core induction in working with service participants in person centred, outcome focused ways to promote independence.

In addition, further training will be provided as part of our all of agency training programmes.

Senior staff will provide leadership and role modelling of good practice for staff in recognising and promoting the independence of individuals (including positive risk assessment/management strategies).