



## Support Practice Policy

### Summary Statement

Our aim is to provide support services which help customers meet their goals and aspirations. We build on what the customer can already do and work towards maximising their quality of life, increase their skills and improving their health and wellbeing.

This policy sets robust standards of practice in supporting customers.

It takes into account best practice and different laws and regulations. This statement is a summary of our approach and includes:

- We take a person centred approach with the customer at the centre of their support.
- We work closely with customers and other people who know them well to find out what is important to them with their hopes, dreams, preferences and aspirations.
- We also work closely with what is important for customers such as being healthy, maintaining accommodation, and maintaining financial security.
- An allocated worker supports each customer to make informed decisions and exercise control over their lives.
- We are committed to providing effective support services to meet customer needs.
- We carry out thorough, transparent and fair assessments looking at strengths, skills and aspirations.
- Each customer has a support plan recording how they want to be supported and who else is involved.
- We deliver high levels of quality care and support, treating each customer with care, kindness, dignity and compassion.
- A robust approach to safety and safeguarding involves working with the customer and the people who know them well to understand risks and triggers.
- We develop plans to manage risk and behaviour in ways that maximise the customer's independence and control over their lives. This includes supporting customers to manage their health conditions and medication.
- Regular reviews of customers' care, support and risk plans record achievements and highlight what may need to change.
- We work in partnership with other agencies, family, carers and those who are important to each customer in line with consent, safety issues, confidentiality, legal constraints and obligations.
- Our services are designed and managed in line with our values and to meet the specific requirements of those who commission and fund services with flexible delivery to meet the needs of customers.
- We carry out compliance reviews and audits of services.

- Our colleagues receive training and supervision to ensure they deliver support within our values and defined professional boundaries and support towards specialisms to meet the needs of customers.
- We work closely with customers to achieve successful move-on where services are no longer needed or support agreements end.
- We work with a diverse range of customers and make every effort to communicate in formats and languages customers understand to make informed choices.
- We welcome customer feedback to help us change and test how effective our communication is and use it to shape change.

These are summary policy statements. You can request a copy of the full Support Practice Policy from the Policy Team on 0845 155 1234 or by emailing [policy@homegroup.org.uk](mailto:policy@homegroup.org.uk).