

Support Practice Policy

Summary statement

Providing support and helping clients to achieve their aspirations is why Home Group Care and Support exists. We are proud of our history working with people struggling with disadvantages and supporting them to achieve positive changes in their lives.

The Home Group approach to supporting clients is person-centred and strengths-based. We recognise the skills, experience and talents of clients alongside their support needs. Our support practice model empowers clients to exercise control and choice as they progress towards their goals and aspirations.

Home Group operates within clearly defined values and principles and we comply with all legal, regulatory and contractual requirements and accepted good practice.

Our policy sets out clear standards for supporting clients effectively including:

- Taking a person-centred approach to support planning which also addresses issues related to safety, well-being and move-on from the service;
- Full and open procedures for assessment to allow potential clients to make an informed decision about whether a service is right for them;
- Allocating a designated worker (a 'link-worker') to support each client to develop their support plan and work towards individual goals;
- Reviewing and recording progress achieved by each client.

We provide support for clients with specific issues such as transport and looking after money and property in limited circumstances where this is consistent with the service definition and contract. We provide support with medication in line with detailed guidance and procedures which prioritise safety and uphold clients' rights around privacy and choice.

We take a proactive and enquiring approach to assessing safety by identifying, recording and responding to risks. We have personalised plans in place to identify trigger points and efficiently manage incidents when a client is considered missing or otherwise out of contact with the service. We follow detailed guidance to support clients who self-harm in line with recognised best practice.

Home Group organises care and support services to support clients effectively including:

- Designing flexible services to meet the needs of clients and commissioners;
- Training, supporting and supervising staff to deliver services to required standards;
- Monitoring, reviewing and quality assuring services with involvement and feedback from clients;
- Working in partnership with other agencies.

If you would like further information please contact the Policy and Compliance Team on 0845 155 1234 or by emailing policy@homegroup.org.uk.