



<b>OP</b>	<b>Relatives and Friends Policy</b>	
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		<b>Last review date</b>	<b>Next review date</b>
Approved by policy committee		7 <sup>TH</sup> June 2017	7 <sup>th</sup> June 2018
Website (yes/no)	YES		

## **Policy Statement**

Scotts Project Trust (The Trust), in following best practice and seeking to meet current standards of person-centred care, is committed to the idea that each of its service users should be able to maintain relationships with relatives and friends in accordance their individual needs. Whilst the Trust accepts that the relatives and friends of service users will often have extensive past experience of caring/supporting the service user and their continuing involvement will usually contribute to the service user's current wellbeing, the Trust recognises it has a duty to provide safe care and that this duty extends to the service user's relationship with relatives and friends.

## **Policy**

Scotts Project Trust (The Trust), is committed to following best practice and seeking to meet current standards of person-centred care for its service users.

Staff will not communicate with a relative or friend of a service user without the service user's express permission or, in the case of a service user lacking mental capacity, unless to do so is deemed to be in that service user's best interests.

Staff will always respect the service user's right to privacy in their affairs, in particular in relation to information about them held by or known to the Trust.

Subject to these limitations, and to any others advised by the service user's Care Manager and or duly appointed Advocate, staff will seek to involve named relatives and friends in a service user's assessment and care/support only where appropriate.



## **Supporting Contacts and Communication**

1. Staff will record the names and contact details of relatives/friends with whom a service user wishes the Trust to communicate. The Trust will establish, with the service user, the circumstances in which they are to be contacted. This will be reviewed on a regular basis with the service user.
2. No restrictions will be placed on contact between a service user and their relatives/ friends except at the request of a service user or where there maybe safeguarding concerns other than such restrictions which may be required to ensure the safety, privacy and dignity of other service users. Any restrictions deemed necessary and/or appropriate will result in the completion of a risk assessment which will be retained on the service user's care/support plan.
3. If a service user expresses a wish to cease having further contact with a relative/friend, staff will support the service user in that decision and a record will be entered into the service users care / support plan..

## **Additional Considerations**

1. The Trust requests that relatives and friends respect its focus on the person centred care of its service users. Relatives and friends are specifically asked to refrain from demanding information about service users which the Trust is not at liberty to disclose.
2. The Trust will not tolerate aggression, bullying and/or rudeness by relatives and or friends towards its staff/ and or service users. In the unlikely event that it is necessary to do so, the Trust will report such behaviour to the Police.
3. Relatives and friends are requested to have regard to the Trust's Gift and Legacies Policy. In particular, to avoid the embarrassment of refusal, relatives and friends are asked not, under any circumstances to make personal gifts to any member of staff.

## **Training**

All new staff are required to read this policy as part of their induction process.

All staff are required to reread this policy after each time it has been reviewed which will usually be at least annually.



### **Clarification of terms used**

1. In this policy reference is made to 'service user' which for the purpose of this policy refers to any person in receipt of services provided by the Trust

2. In this policy reference is made to the 'Senior Manager.'

For clarification, this includes the term 'Registered Manager' which is used for the Senior Managers of the CQC registered services, that is residential care at St Peter's Row, and the Supporting Independence Service which is delivered at the Oaks and Willows. The Development Centre Senior Manager is an unregistered position.

3. Reference is made to 'Manager' which for the purposes of this policy refers to any other manager employed by the Trust.

4. Reference is made to 'staff' which for the purposes of this policy refers to everybody who works in a paid or voluntary capacity for or on behalf of the Trust