



Support Planning Policy
Homes for Independent Living

1. Introduction

1.1 Medway Council endeavors to ensure the well-being and safety of residents living within Homes for Independent Living Schemes. This policy outlines Medway Council (the Council) Housing Services approach to the principles of Support Planning.

2. Purpose

2.1 A Support Plan is designed to establish the support needs required to maintain and where possible improve the quality of life of a resident.

2.2 The purpose of this policy is to ensure that the service provides support that is 'housing related' and reflects the five key elements of the National Outcomes Framework for Long Term support and will focus on:

- 2.2.1 Economic Well-being
- 2.2.2 Enjoy and Achieve
- 2.2.3 Be Healthy
- 2.2.4 Stay safe
- 2.2.5 Make a Positive Contribution

2.3 Housing related services are those which develop or sustain an individual's capacity to live independently.

2.4 Outcomes are simply a way of describing a target or goal to be reached.

3. Scope

3.1 The Support Planning Policy applies to all residents living within Homes for Independent Living Schemes, except where the resident has a disclaimer in place.

4. Legislation and Guidance

4.1 External

4.1.1 National Outcomes Framework for Long Term support

4.2 Internal

- 4.2.1 Employee Code of Conduct
- 4.2.2 Homes for Independent Living handbook
- 4.2.3 Tenancy sign up procedure
- 4.2.4 Risk Assessment Procedure
- 4.2.5 Health and Safety Policy

5. Policy

5.1 The Scheme Support Officer will start the support plan process with incoming tenants within 4 weeks of them moving into a Home for Independent Living Scheme.

- 5.2 Support plan meetings will be held in an appropriate and private location and where necessary residents will be supported to access interpreter services.
- 5.3 Residents are allowed to have 3rd party representation e.g. family advocate at their support plan meeting.
- 5.4 Each resident has a support plan that is a 'living document' and works alongside the resident needs assessment (see the Needs Assessment policy).
- 5.5 The Scheme Support Officer works with the resident to ensure all their support needs are clearly identified in the support plan.
- 5.6 Support plans will be outcome focused and incorporate Specific Measurable Achievable Realistic Time-based (SMART) objectives so they are achieved.
- 5.7 Support plans vary according to the needs of the individual and agreements are made with residents/advocates to ensure their independence is retained.
- 5.8 All personal paper-based and electronic data will be stored and shared in accordance with the Confidentiality and Data Protection Policy.
- 5.9 The Support Plan is confidential and access to the information is by permission of the resident/advocate. Residents are asked to sign the support plan to say they agree that the information being held is correct and to other professional agencies having essential information as appropriate.
- 5.10 Residents can request a hard copy of the support plan from the Scheme Support Officer, which will be provided to the resident within 5 working days.
- 5.11 Scheme Support Officers regularly review and monitor support plans with residents. Residents will be given the choice to review their plan every six or 12 months, or more frequently if the residents' circumstances change. Any changes will be written in the support plan.
- 5.12 Residents unhappy with any aspect of their support plan can discuss the matter with the Homes for Independent Living Team Leader /Neighbourhood Services Manager. If the matter is still not resolved to the residents' satisfaction it can be referred through Medway Council complaints process. Housing Services will ensure that the resident is made aware of this process at the initial support plan meeting.

6. Role, Responsibilities and Authority

- 6.1 The Assistant Director Physical and Cultural Regeneration retains overall responsibility for the implementation of this policy.
- 6.2 The Head of Housing Management is responsible for the operational delivery of this policy and associated procedures. This includes responsibility for monitoring and reviewing, staff awareness and training, policy development and communication to tenants.

7. Monitoring, Review and Evaluation

- 7.1 The Support Plans are subject to a review at least every year. If an individual's needs change or either party feel it is necessary, then plans can be reviewed more frequently.

- 7.2 Regular monitoring at Scheme Support Officer's 1 to1's will take place to ensure that Scheme Support Officers are completing Support Plans in line with this policy.
- 7.3 The results will be used by Housing Services to inform future policy review in this area and drive up service standards. All reviews will consider whether
- 7.3.1 The current policy adheres to legislative and regulatory requirements, and reflects current good practice.
 - 7.3.2 The aims and objectives of the policy being met.
 - 7.3.3 The current policy outcomes meet the needs and aspirations of our diverse customer base.
 - 7.3.4 Service users are aware of and understand the policy and believe it to be consistent and fair.
 - 7.3.5 The policy provides sufficient choice for customers; the service offers value for money.
 - 7.3.6 Partnership arrangements are working effectively.
- 7.4 Overall monitoring and review of the policy will be undertaken in consultation with:
- 7.4.1 Staff groups
 - 7.4.2 Members
 - 7.4.3 Existing and future service users
 - 7.4.4 Resident and community groups
- 7.5 This policy will be reviewed every year or in line with legislative or regulatory changes.

Policy Version Control Sheet

Policy Title: Support Planning Policy

Policy Author(s): Homes for independent Living Team Leader, Business Development Officer.

This Version: July 2017

Projected Date of Review: July 2018

Cross References: Needs Assessment Policy, Confidentiality Policy, Safeguarding Vulnerable Adults Policy

Amendments Made:

This Version: Changes made to previous policy to ensure that it coincides with current legislation.