



<b>Policy / Procedure Details</b>	Title:	<b>Information to Residents</b>		
	Type:	<b>Services</b>		
	Related Personal Outcome Measure:	<b>People Choose Services</b>		
	Code:	<b>2A.5</b>		
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<b>Current Version Details</b>	Written By:	<b>Tom Hughes – Head of Evaluation and Training Department</b>		
	Reviewed By:	<b>Leadership Team</b>		
	Approved By:	<b>Executive Director</b>		
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	Monitoring Process:	<b>Procedural Review Process</b>		
	Date Due for Review:	<b>20 / 01 / 2020</b>		

## **Purpose**

This policy sets out how Western Care Association seeks to meet the requirements of the Standard 1.5 in the National Standards for residential services for children and adults with disabilities, *“each person has access to information, provided in a format that takes account of their communication needs.”*

The goal of this policy is to try to ensure people are informed in a way that is meaningful to them. We undertake this policy in the knowledge that people’s communication capacities differ significantly as do their preferences for information. Where people do not engage with accessible formats their representatives such as family members who participate in their Support Circle or Individual Planning process should be included and informed as their advocates in ways that address the intent of this policy.

We aim to respond to the provisions of this standard as follows:

- a) All information is in a format and medium that is appropriate to the information and communication abilities of each person living in the residential service.**

Where possible, information is provided in accessible formats. An assistive technology team support staff in preparing accessible formats. See the Associations’ Communication Policy for further details.

In addition, key service policies have incorporated a number of accessible guides and tools so that information is presented in accessible formats. See for example the Association’s Policies on:

- Individual Planning
- Rights of People Using Services
- Complaints
- Records Management
- Regulations on the Use of Service Users Money

- b) Assistance and support are provided to access information, to communicate with others through a variety of media, and to make contact with family, friends and other services.**

Children and adults who receive services are supported to access information and maintain contact with family and friends. In particular, attention is paid to people’s social network and community connections. See for example the Association’s Natural Support and Volunteer Network Policy

- c) Information is provided at the earliest opportunity and as required thereafter to enable people to make choices and decisions.**

Through the Individual Planning process, each child/adult is assigned a Named Staff who plays an important role in providing information on an on-going basis. When people require information in order to make informed choices, the Named Staff supports people and their families to access any required information to support the decision-making process. See the Associations’ Individual Planning Policy

- d) Each person is provided with an accessible copy of these Standards and time is spent by staff in explaining these Standards to each person.**

People or their representatives receiving respite and residential supports have access to the HIQA standards in accessible format, copies of which are available in each service

**e) Each person has access to an advocate to facilitate communication and information sharing**

Where people have an active Circle of Support, there is a formal communication agreement where each person's Circle of Support agree how to keep people informed of progress regarding IP goals and priorities. In addition, people are informed of and supported to contact the Independent Advocate, at the National Advocacy Service if they wish to do so

**f) The person in charge ensures that people with disabilities are kept informed of and consulted about developments in the residential service.**

Western Care Association seeks to ensure that children, adults who receive services and their representatives are informed about the services and supports they receive on an on-going basis, using both informal and formal methods of communication. As noted above, the Named Staff plays an important role in providing information on an on-going basis

**g) The person in charge ensures that people are informed of day-to-day arrangements in the residential service, such as which staff are on duty and whether any arrangements are subject to change.**

We encourage people to participate in the day to day running of the house by having regular house meetings. Where possible, accessible information is posted in the communal area indicating upcoming activities and the staff who are on duty

**h) The person in charge ensures that each person is informed, about what personal information is being maintained, who has access to this information, including other professionals and how they can access their personal information.**

On admission, the person/family are informed of the policies and procedures in relation to confidentiality, records and files, and their rights in relation to access to information held by the service. Each service will determine who best to do this but in general it will be undertaken by the Social Worker or the manager. A leaflet is provided to help explain the Association's practise in more detail. See the Association's Record Management Policy for further information. People are asked to renew this consent after five years. The IP process also provides an opportunity to check whether their experience of being informed is satisfactory and that their understanding of what records are maintained about them is also satisfactory.

***Policy and Procedure Feedback Form***

*A Policy and Procedure Feedback Form is available on the Western Care Association Intranet (under Procedures) which will provide an opportunity to comment on any policy/procedure.*

*Your comments will be forwarded to the person who has the lead for the on-going development of the policy/procedure.*

*All comments will be collated by the person responsible and will inform the three-yearly review cycle for updating procedures.*