



Care Ashore

Support Plan Policy and procedures

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Objects of the charity

Are, for the public benefit, to provide exclusively charitable support services and grants to:

- Those men and women who are or have been seafarers, and their dependents, who need assistance by the provision of accommodation, financial allowances or grants and in other such ways as the board think fit.
- Those men and women who are or have been seafarers and who are sick, disabled, aged or infirm or those who require rest or convalescence by the provision and maintenance of a convalescent home or rest home or in other ways as the board think fit.
- To extend its services to those persons having an appropriate connection with the sea as the board think fit, that includes potential visitors and their families to Care Ashore.

Support plan policy and procedure

Policy

All residents living at Care Ashore will be expected to complete a support plan. We would like to know all about you so that we can ensure your needs are being met whilst living at Care Ashore. Your plan will be reviewed annually or sooner if required with a member of the Care Ashore welfare team for us to support your independent living.

Mandatory information we require as a minimum is;

- **Your personal information (name, DOB, address and other vital details)**
- **Your next of kin details and who to contact in an emergency.**
- **What is important to me (including people, activities and social life)**
- **What I and others are going to do to make plan happen**

This plan is about you, the resident at Care Ashore. Couples will be required to complete individual plans.

The resident is best placed to fully understand their needs and knowing how they want to live their life.



What is a support plan?

The support plan is an effective mechanism for staff and residents to work together to plan, construct and review the way in which both parties will interact. It can help to clarify expectations of all parties in supported residential setting.

Who can write a support plan?

- The resident
- A member of the Care Ashore welfare team
- Friends or family
- An independent advocate
- An appointed person from the Care Ashore manager
- Any other person the resident chooses

Procedure

1. Residents will agree to a member of the Care Ashore staff team to complete their support plan with them unless they identify someone else such as a family member, friend or carer.
2. Staff will make contact fortnightly or weekly depending on needs with residents in the flats, bungalows and main house to ensure they are well. Privacy will always be respected, and visits will be made during office hours.
3. Residents who request daily contact will agree a time with their member of the welfare team.
4. Each resident will complete a support plan/assessment and actions will be agreed with them.
5. Each resident will sign their support plan and Care Ashore will comply with GDPR data storage and protection rules.
6. The plan will be reviewed annually or sooner if required.
7. The resident will receive a copy of their plan in a format of their choice.
8. Care Ashore staff will liaise with other professionals to ensure the residents needs are being met once consent has been obtained from the resident.
9. Care Ashore staff will support the resident with administrative matters regarding their health and finances when required.
10. Care Ashore staff will organise and support social activities that the resident is interested in attending and involves them in the organisation of the activity as much as possible.
11. Residents who request help with financial matters including benefits and pension, savings, managing household bills and shopping will agree to this in their support plan.



The welfare of all residents and beneficiaries of Care Ashore is always of utmost importance. Care Ashore staff will support residents to ensure smooth running and continuity in their daily lives.

Please note that the trustees and management team at Care Ashore will not tolerate any member of Staff being verbally or physically abused by residents, visitors or beneficiaries in the line of their work and reserve the right to start eviction procedures should this happen.(Please see our Antisocial behaviour policy).

Good practice guidelines for staff when completing the support plan and ongoing support

- Listen to the resident
- What are they saying?
- Be interested
- Are there any 'hidden messages'?
- Do you have concerns they are developing or covering up health problems?
- Explain how you can support them
- Find out their preferred method of communication
- Who else is involved with them, other agencies etc?
- Work with their family in a sensitive way but maintain resident confidentiality where necessary
- Be clear of your expectations
- Agree ways of working together
- Record and date all communication
- Advocate the resident's independence
- Assist external agencies with the monitoring of the care support package
- Relay any changes or concerns to supporting agencies
- Ensure the voice of the resident is heard
- Update the support plan with details of changes
- Review the support plan and amend as necessary
- Ensure line management are kept informed
- Raise safeguarding concerns immediately
- Maintain your professional profile, do not gossip about residents or their situations with others, do not share Care Ashore staff only information with the residents unless agreed by the manager.



All current management, including trustees and staff have read and understood the contents of this policy and all new staff will be required to read and sign this policy during their induction to Care Ashore.

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