

I like to meet
new people



BALHOUSIE PARTICIPATION CHARTER

BE PART OF SOMETHING GREAT

I Love to
shop



Balhousie Care Group
sharing your care

Foreword

Louise Barnett, Director of Operations, Balhousie Care Group

I am excited to introduce to you our first ever Participation Charter for Balhousie Care Group.

We recognise the value and importance of listening to the people we support and their relatives, to deliver on their expectation and outcomes. To ensure we deliver on our promise, we set up a working group, with interested residents, relatives and some carer support. They discussed and agreed what people want from their experience with Balhousie and why it is important to them.

The Balhousie Participation Charter then evolved. Identifying overarching statements, explaining why people think it is important and how people best want to be supported in their care and the way it is delivered.

The Charter was inspired from the learning from the Charter for Involvement written by the National Involvement Network in supporting organisations to commit to putting standards identified by residents into practice.

I'd like to thank everyone who has been involved in the creation of our Charter, your contribution has been integral in making this happen. Now we can all look forward to making it a reality...

Why a Participation Charter?

'We want to feel listened to and respected within our home'

(A statement from the people we support and their families)

In response, Balhousie Care created the opportunity to bring together our key partners and consult with residents on what they want and why. This is a reflection of the information collated and sets out clear expectations of residents and measurable outcomes. The organisation is making a real commitment with this publication to share in its message and ensure these statements reflect the real life experience for all.

Balhousie Care Group is proud to support, publish and implement the Participation Charter produced by the Working Group.



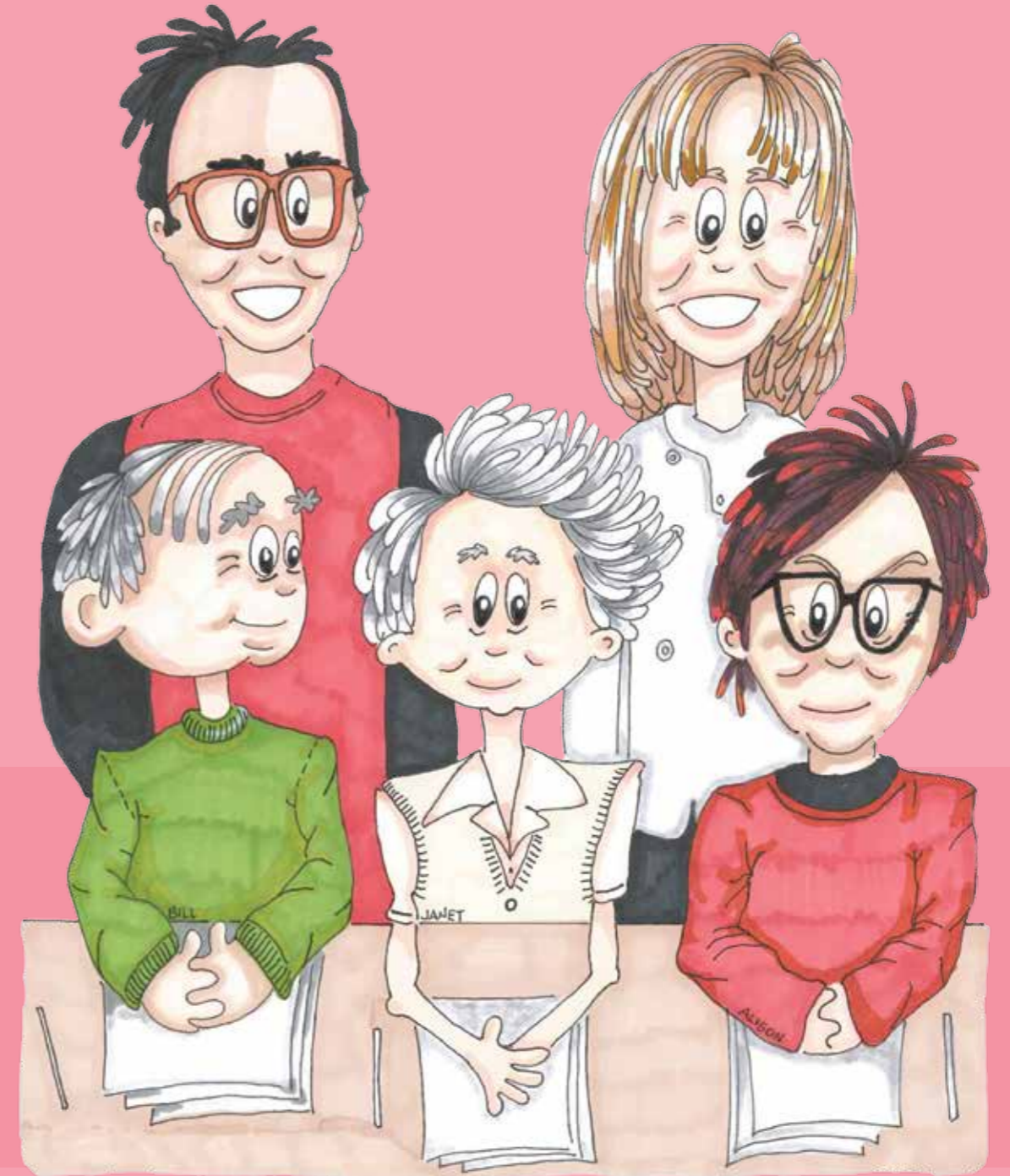
We will be at the heart of our support plans

Why it's important:

- It is our life and our support. Our plans should reflect who we are.
- We have rights and we want them respected.
- We want our support in a way that makes sense to us.

How best to support us:

- Work together with us, our family and friends, those who know us best to gather the information.
- Listen to us, don't rush, take time so we can be truly heard.
- Look at our strengths, abilities, gifts and talents. Learn the things we enjoy and what we like and don't like.
- Ask us what matters and what is important to us. Ask what we think good support looks like.
- Help us agree our outcomes and find creative ways to support us achieving them.
- Our plan should be accessible to us and presented in a way that makes sense.
- Ensure our plan stays current, relevant and accurate.
- Include us in our reviews and planning sessions as we wish.
- Keep our plans safe and stored in a place of our choice.





We will have the right to live our life as independently as we can

Why it's important:

- We have the right to live our lives the way we choose.
- We have the right to take risks.
- We have the right to learn new things and have new experiences.
- We have the right to dignity and privacy.
- We have the right to make choice.

How best to support us:

- Know our strengths and abilities and support us to use them.
- Include our families, friends and others to support us if appropriate.
- Take time and be patient. Don't do things for us, just because it is quicker.
- Provide opportunity and encouragement to try new things.
- Consider positive risk taking and look at alternative ways to help support keeping us safe.
- Be guided by our choices and decision making, not by what you think is best.
- Include us in all decision making about our home and lives not just what you think matters.
- Keep us informed about technology that will support us to remain safe, connected and independent.
- Help us to have control of our finances and personal funding streams.

We must be involved and **feel part** of our local communities

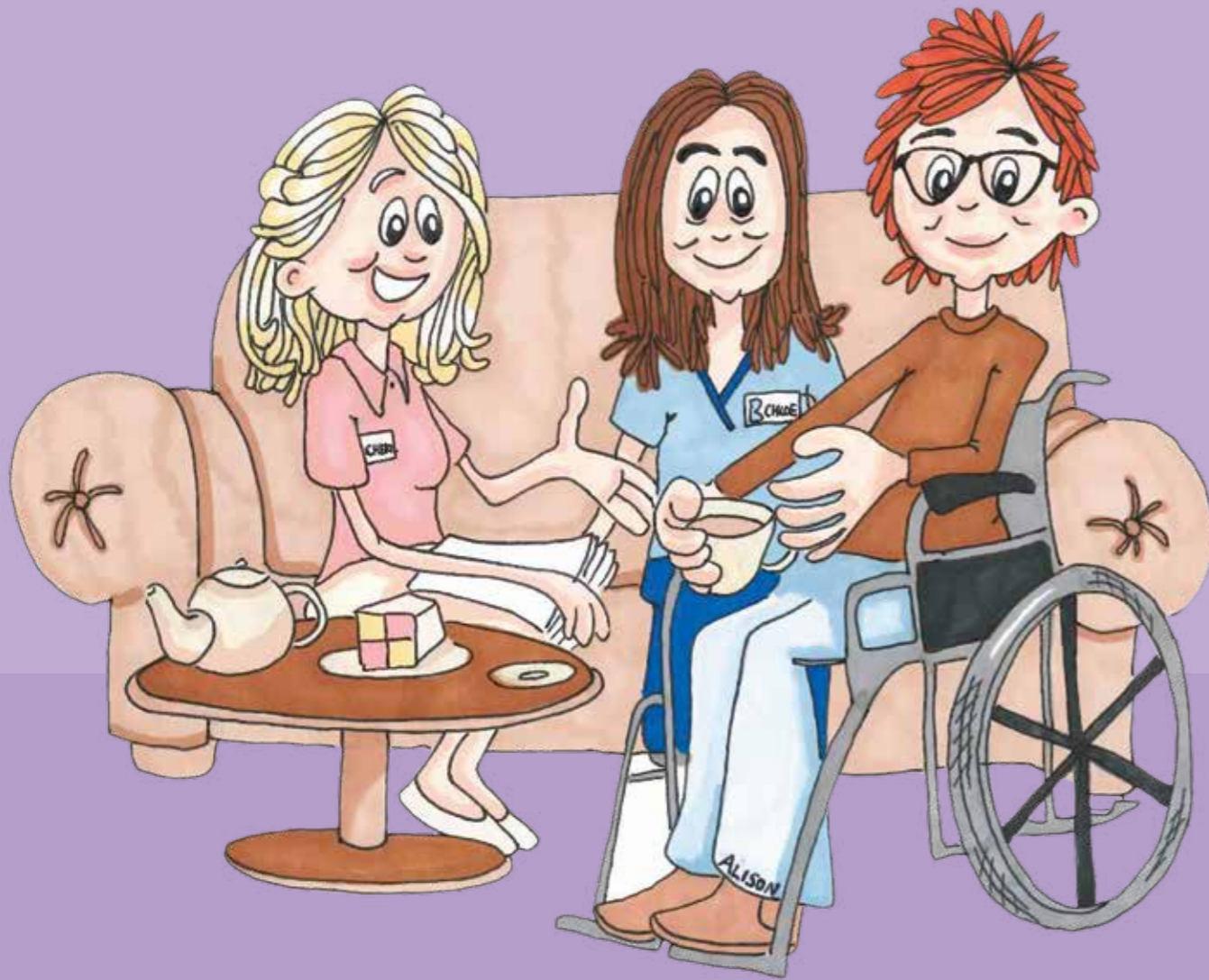
Why it's important:

- We want to be good neighbours and friends.
- We want to contribute to active citizenship.
- We want to play our role in contributing to our local community.

How best to support us:

- Support us to access the community when we want.
- Support us to practice our faith and go to church if we want.
- Support us to help local business by shopping locally and using the facilities like banking and libraries.
- Include us in events or activities we may enjoy.
- Help us to volunteer and help others.
- Invite the community into our home.
- Support us to make introductions and build on friendships staying connected to people we know.
- Keep us informed of groups, clubs, educational and leisure activity, or meetings we may be interested in taking part in.





We must be able to speak about **our support** and look at what's working and what could be better

Why it's important:

- We have the right to share our views.
- It's our support.
- Our opinions matter.
- We can help to make things great.

How best to support us:

- Offer us the opportunity to speak freely in a way that makes sense to us both formally and informally.
- Our care staff need to really listen to what we are saying and respect our views.
- Reassure and encourage our feedback to alleviate concerns over repercussions.
- Build real trust with us by taking us seriously and acting on our concerns quickly.
- Support us with access to advocacy if we would benefit.
- Know that "good care is being done with, not to".
- Support us to get involved and feedback to external people on our support.

We want to be involved in all events taking part in our home

Why it's important:

- It is where we live, it is our home.
- We want to feel a part of running the home.
- We want to influence and organise special activities or events.

How best to support us:

- Ask us what we do and don't like.
- Work alongside us to plan activities and events.
- Keep us well informed in a way that makes sense to us.
- Include us at all times, encourage us to take part and try new things.
- Ensure the activities offer new experiences and are wide and varied.
- Ensure we have enough support to get the most from the activity.





We want to be involved in **choosing the people** that support us through recruitment. We want to take part in training all new staff.

Why it's important:

- We should have a say in deciding who supports us.
- We should feel confident in the choices made.
- We should be confident in the competence and training of staff.

How best to support us:

- Support us to develop skills if we want to be really involved.
- Include us in developing person specifications and job descriptions, we know what we want.
- Include us or our chosen representative in the interview process.
- Include us in developing interview questions and scenarios.
- Include us in a "meet and greet" to see how people interact.
- Ask our opinion on who should be successful.
- Involve us in all recruitment and training of carers, nursing staff, home managers and senior management. We should have the right support to do this appropriately.

We want to be **involved in making decisions** with the staff who support us, on how our service is planned, delivered and developed

Why it's important:

- We have the right to be involved in all decisions that affect us.
- We want to feel real ownership of what is happening in our home, how we plan for the future, how our care is delivered and how we develop the service to meet the demand and expectation of all.
- It helps give meaning and purpose to our lives.
- We feel valued and our opinions matter.

How best to support us:

- Ask us what we think, in a way that makes sense to us.
- Provide us with all relevant information presented in a format that we can understand.
- Provide opportunity for resident meetings and family meetings so we can share our thoughts.
- Keep us informed of groups that exist so we can get involved, or support to start a group if we feel there is a need.
- Offer opportunity for more formal involvement, eg. in service aims and objectives.
- Offer opportunity to be involved in decision making at all levels of the business with things that affect us.
- People who make decisions coming to speak to us and hearing what is important to us.





We want to be involved in writing policies that affect us and make them easier to understand

Why it's important:

- We should have the choice to take part in the development of or to be consulted about policies which are important to us.
- Policies are there to show staff how they must work. Their work is our support, so we should have a say in how our care is delivered.

How best to support us:

- Provide us with the appropriate help and support so we can contribute.
- Keep us informed of policies being reviewed and how we can contribute eg. recruitment, complaints, keeping safe.
- Work with us to ensure policies which affect us are made in a way which is easy for us to understand

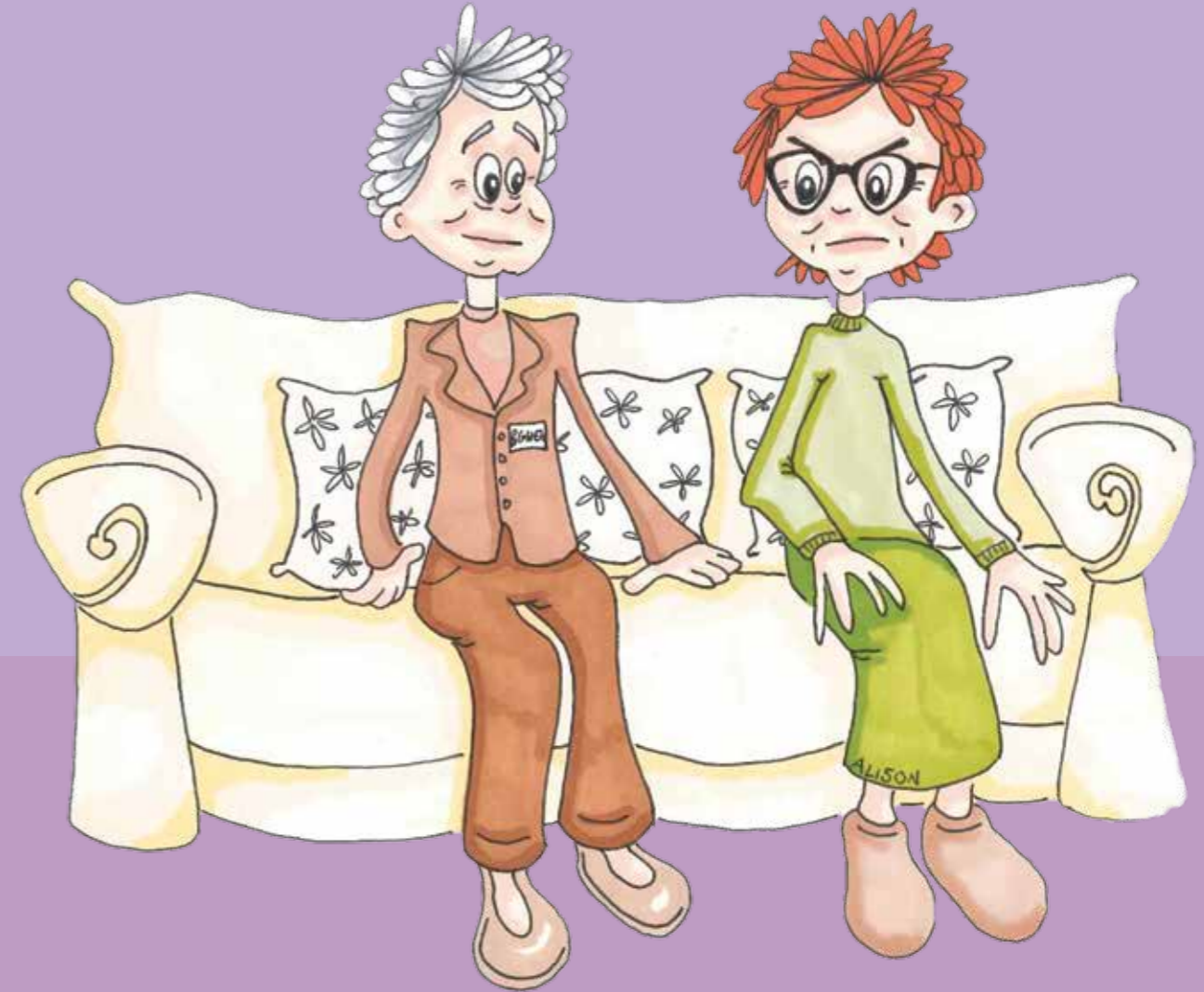
We have **the right** to make formal complaints if we need to

Why it's important:

- We have the right to raise concerns if we have them.
- We need to know we are being taken seriously.
- We need to know we are "respected, believed, supported and reassured" if we raise a concern.
- You can't fix something if you don't know it's broken.
- This helps service improvement and development.

How best to support us:

- Don't ever make us feel uncomfortable about making a complaint.
- Provide us with the complaints procedure and contacts for who else we can go to if we are unhappy. We should know all the steps and processes to take.
- Support us appropriately with the help we may need if we want to raise a complaint, ensure this is impartial support. In some cases we may need an advocate.
- Take our complaint in a format we are able to provide ie. verbal or written.
- Reassure us throughout the process and take what we say seriously.
- Act on our concerns in a timely manner and keep us informed of progress and then the outcome.
- Encourage a culture of talking openly about what's working well and what is not.



So what's next?

We are committed to ensuring that we meet our resident's needs and expectations. Therefore our next step is to ensure we embed the principles of the statements within our homes and within the overall culture of Balhousie Care Group.

We will implement a regular review process so that we can monitor and evaluate our progress in achieving each statement and celebrate our success.

A special thanks to all residents, relatives and staff involved in the consultations that helped inform and create the Charter.

Contact info.

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In consultation with
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