

Social Inclusion Policy

LEGACY SKILLS GROUP LIMITED

Scope

01	Policy Statement
02	The Policy
03	Service User Choice
04	Activities
05	Hate Crimes
06	Related Guidance
07	Training Statement

Policy Statement

Social inclusion promotes the involvement and participation in the everyday activities that are often taken for granted in our day-to-day lives.

Ill health, old age and disability is often accompanied by isolation, and therefore it is important therefore that links to friendships, familial relationships and community-based groups are encouraged and pro-actively managed in order to be maintained and enjoyed.

The Policy

This organisation aims to ensure that, through a comprehensive and robust assessment and care planning system, service users are enabled to participate and contribute, to their fullest potential, in any activity that assists in maintaining their links to the community in which they live.

Service User Choice

No individual can be coerced into being a participating member of society, but often it is the obstacles they have to overcome e.g. transport, access, escort that are the reasons for exclusion, not their willingness to participate.

A full and comprehensive assessment of need is the first step in identifying the individual's social and emotional wellbeing and how these can be met. Respecting their right to choose to not be included is also important, but it should be set in the context of everyone being able to change their mind. Timing is crucial; for instance, it might be natural to withdraw from activities and regular contacts during the first stages of bereavement, but it should always be possible to review choices at a later date.

Engagement can happen in different ways and this too should be available as a method of slow inclusion into a social circle, e.g. pets, of any kind, can be conducive to the opening up of communication.

There is no "one size fits all", but rather a slow and gradual trust which builds up that allows participation and inclusion to become part of the relationship, at the pace chosen by the individual.

It is important that equal access is afforded to everyone and that appropriate communication and assistance is available, particularly to those who may lack capacity.

Labelling of "traits" should be avoided ("[he/she] is always difficult, grumpy" etc.), as they only add to isolation because of perception and bias. Any labelling is inappropriate within a care setting and should be dealt with immediately.

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All activities should be available and reviewed regularly as part of the care plan, and individual choice should be paramount in the maintenance of those activities.

There will, occasionally, be service users who do not wish to participate and their views must be respected, recorded and revisited.

Activities

Activity is recognised as essential human existence, health and wellbeing. Our individual personality, life interest, history, values and beliefs all contribute to and influence our choice of activities.

External Resources

Where possible, we will engage with their local communities to assist in the variety of activities that are available for the service user to attend or those organisations that visit the service user in their own home.

- Chess club
- Military associations
- Specialist charities e.g. RNIB
- Ethnic affiliations e.g. Irish, Scots

These are just a few but it is important to assist in keeping our service user linked to their community.

As an organisation, we are aware of the isolation that age can bring and our activities strive to lessen, where possible, such isolation and contribute to everyone's social inclusion.

Outings and Trips

From time to time, service users are taken on outings or trips as part of the care plan,

Outings and trips are beneficial and welcomed by service user but safeguards must be in place in order for us to maintain the well-being and welfare of the service user without restricting or limiting their enjoyment and continued interaction with the wider community. Where necessary, risk assessments will be completed before such outings or trips.

Hate Crimes

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Any hate crime which is directed at someone on account of their colour, race, disability, nationality, ethnic or national origin, religion, gender identity or sexual orientation is forbidden. A hate crime law is intended to deter bias-motivated violence, this includes verbal or written incitement.

It is important that in the course of any outings or trips any service users who are involved in any type of hate crime should be encouraged to report such instances. A record should be kept on file and action taken as required to safeguard the service user.

Related Guidance

CQC Equally Outstanding Equality and human rights- good practice resource
<https://www.cqc.org.uk/publications/equally-outstanding-equality-human-rights-good-practice-resource-november-2018>

National Activity Providers Association
<http://napa-activities.co.uk/>

Hate Crimes
<https://www.gov.uk/report-hate-crime>

Training Statement

All staff, during induction are made aware of the organisation's policies and procedures, all of which are used for training updates. All policies and procedures are reviewed and amended where necessary and staff are made aware of any changes. Observations are undertaken to check skills and competencies. Various methods of training are used including one to one, on-line, workbook, group meetings, individual supervisions and external courses are sourced as required.

Person responsible for updating this policy: Carol Pritchard
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