



Care Planning Policy

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Owner:	Sean Taylor	Job Title:	Regional Manager – Care & Support
To be issued to:		Board of Management Ark Management Care & Support Staff	
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Version Control

Date	Owner	Version	Reason for Change
July 2020	Colin Phillips	1.0	New Policy
Feb 2023	Sean Taylor	2.0	Cyclical Review

Summary of Changes

Section	Change
All	Amended to include AIMS implementation. Updated values Merge of Risk and Vulnerability and Good Life Planning Procedures. Name change. Removal of Good Life Plan documentation references. Job role name changes.
Appendices	Removed from policy and updated. Appendices are now included as part of the associated Procedures



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Care Planning Policy

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1.0 Ark's Values

Ark's values are true to the core purpose of the organisation and the services we deliver. They determine our behaviours towards one another and what we should expect in our relationships with one another. Working within the following values will guide and help us deliver our vision and mission of Ark being an organisation where everyone is equal:

Trust

We have confidence in our people to deliver excellent services and trust in them to do so. We will develop trusting and honest relationships and our customers will feel assured that they can rely on us to deliver.

Respect

We treat everyone fairly and we listen. We are respectful of each person with whom we come into contact and expect our people to respond professionally and treat others as they would wish to be treated.

Understanding

We will operate with empathy and compassion and approach each situation with an open mind. We will question and challenge to ensure we achieve the right outcomes for customers and our people.

Equality

We believe everyone is equal and expect our people to create positive experiences where everyone feels valued and included.

Integrity

We will do the right thing and take responsibility for our actions

2.0 Purpose

This policy and its associated procedures explain Ark's care planning process. Ark uses a 'personal outcomes' approach based on [Talking Points: personal outcomes approach](#) (Joint Improvement Team, 2012).

It also details how we will support people using Ark Care & Support services to manage risks, and take positive risks.

3.0 Policy Statement

Every supported person will have a care plan in place comprising of an electronic Good Life Support plan / R&V (Risk and Vulnerability) which enables staff to support them to meet their identified personal outcomes in keeping with their wishes, needs and preferences.

Taking risks is an inherent part of life. Ark supports positive risk-taking as a means to develop skills, abilities and relationships.

Supported people have the right to make decisions and choices about their lives. This includes taking risks they feel will enhance their lives.

We are committed to supporting individuals to live as full lives as possible and to accomplish what they can – and wish to – achieve.

We have a duty of care and must balance this with individuals' rights to a private life and self-determination.

4.0 Scope

This policy and associated procedure applies to all Care & Support teams. It includes agency staff, volunteers and students undertaking direct practice with supported people on behalf of Ark.

5.0 Legal/Regulatory Framework

This policy and associated procedures are written with regard to the following:

- Social Work Scotland Act 1968
- Adults with Incapacity (Scotland) Act 2000
- Mental Health (Care & Treatment)(Scotland) Act 2003
- Adult Support and Protection (Scotland) Act 2007
- Human Rights Act 1998
- Equality Act 2010
- Health and Safety at Work Act 1974
- Health (Tobacco, Nicotine, etc. and Care) (Scotland) 2016
- Management of Health and Safety at Work Regulations 1999
- Health and Social Care Standards (Scottish Government, 2017)
- Codes of Practice for Social Services Workers and Employers (SSSC, 2016)

6.0 Responsibilities

6.1 Board of Management

Ark's Board of Management is responsible for consideration and approval of this policy, and for ensuring that its decisions are taken in accordance with relevant legislation, regulatory expectations, training and guidance.

6.2 Executive Team

Ark's Executive Team is responsible for ensuring that this policy is reviewed in accordance with Ark's schedule for review of policies, or sooner if required. The Executive Team is responsible for ensuring that its decisions, and that the decision of officers, are taken in accordance with relevant legislation, regulatory expectations, training and guidance.

6.3 Operational Management Team

Ark's Operational Management Team is responsible for review of the policy, and for ensuring that its decisions, and that the decision of officers, are taken in accordance with relevant legislation, regulatory expectations, training and guidance.

6.4 Managers

Ark Care & Support Managers and Operations Managers will be responsible for the effective implementation of this policy within their area of responsibility. They must also ensure that all Care & Support staff are made aware of this policy and participate in relevant training.

Care & Support Managers/ Operations Managers remain responsible for Good Life Support Planning/R&V completion and accuracy, even when specific tasks have been delegated to the staff team.

6.5 All Staff

All Ark Care & Support staff are required to familiarise themselves with this policy and comply with its provisions as well as undertake any training required as part of this policy or associated procedures.

All Care & Support staff are responsible for the completion of the Care Planning process. Care & Support Managers/ Operations Managers may delegate specific tasks to specific staff members.

6.6 Third Parties

All agency staff, volunteers and students undertaking Care & Support duties are required to familiarise themselves with this policy and comply with its provisions.

Ark will ensure that the Public Sector Equality Duty is complied with when third parties, such as contractors, are carrying out functions on behalf of Ark.

7.0 Care Planning

Care Planning comprises the Service Agreement, Good Life Support Plan / R&V and Good Life Support Review. It is held on the Ark Information Management System (AIMS).

Every individual supported by Ark will have Good Life Support Plan / R&V that is person-centred, up-to-date and outcomes-focused.

All plans, assessments and reviews should be multi-disciplinary and led, as far as possible, by the supported person.

Care & Support teams will make reasonable adjustments by providing information in an accessible format and having alternative formats of documentation where needed.

Care & Support Staff induction will include training on personal outcomes.

7.1 Good Life Support Plan/ R&V (Risk & Vulnerability)

A Good life Support Plan / R&V will be completed for all individuals supported by Ark. It will identify potential risks and any remedial actions required to eliminate or reduce them, with details of any support in place as a result.

Any remedial actions could be considered restrictive practice, see: **CS06 Reducing Restrictive Practice**. No action to eliminate or reduce risk will be taken without the consent of the individual or relevant multi-disciplinary team.

It may not be possible to eliminate a risk. We will provide information to the individual – in a format accessible to them – to enable them to make informed choices relating to that risk, if they retain capacity to do so.

If an individual has capacity and support cannot reduce or eliminate an identified risk, a Risk Management Plan will be completed. This will be completed collaboratively between the individual and their Care & Support staff.

With the permission of the individual, other relevant stakeholders will be invited to take part in the development of the Good Life Support Plan/Risk & Vulnerability (R&V). This could include, but is not limited to; family, friends, guardians, advocates and professionals from the Health & Social Care partnership.

Any residual risk identified in the Risk Management Plan will be shared and agreed with relevant stakeholders; for example, the local Health & Social Care Partnership or a welfare guardian. This will be signed by the agreeing stakeholder/s.

Any changes to identified risks (for example, an individual's mobility decreases and as a result, needs supported by 2 staff members instead of 1) will mean that the support package and contract should be reviewed to ensure that these needs can be met.

8.0 Related Policies & Procedures

Care Planning must be completed and used within the parameters defined by the full suite of Care & Support policies and procedures related to service provision.

Policies and Procedures out with Care & Support include:

- HS01 Health and Safety
- HS03 Risk Assessment
- G36 Keeping People Safe
- G57a Adult Support & Protection

9.0 Equality Impact Assessment (EIA)

Please see related Equality Impact Assessment.

10.0 Data Protection Impact Assessment (DPIA)

Please see Care & Support Data Protection Impact Assessment

11.0 Stakeholder Consultation

- Ark Board of Management
- Ark Operational Management Team
- Ark Regional Managers
- Ark Working Group

12.0 Monitoring and Review

12.1 Monitoring

Ark's Executive and Operational Management Teams will monitor implementation of this policy on an ongoing basis and ensure that relevant decisions within Ark are taken in line with the obligations and expectations set out in this policy.

12.2 Review

This policy will be reviewed within 3 years from the date of approval by our Board of Management, in accordance with Ark's policy review framework.