



Wellbeing Check Policy

1.0 Purpose and scope

This policy outlines how Notting Hill Genesis supports customers with their wellbeing needs and clarifies when we monitor wellbeing of our customers.

It applies to all NHG Care and Support accommodation-based services providing care and support within Notting Hill Genesis, including Supported and Sheltered services. Additionally, this policy covers Independent living customers in our Extra Care and Leasehold services at Cheviot Gardens, where we provide low-level support. This policy does not apply to agency managed services and CQC regulated Extra Care services.

This document should be read in conjunction with the Safeguarding policy and procedures, Code of Conduct and Data Protection policy.

This policy does not relate to absent customers, abandonment, death of a customer and obtaining access to a property, which are covered under separate policies and procedures.

2.0 Definitions

Absent: A person is not at a place they are expected to be, but the behaviour is not out of character and there is no apparent risk to a customer.

Herbert Protocol: A document or a part of it that provides the Metropolitan Police with helpful information about adults with care and support needs, who may be missing.

Missing person: Anyone whose whereabouts and wellbeing cannot be established and where the circumstances are out of character or the context suggests the person may be a subject of crime or at risk of harm to themselves or others.

Wellbeing Check: Regular, agreed and well-informed contact with the customers, which allows us to determine a customer's wellbeing and whether a customer is absent or missing.

3.0 Principles

The health, safety and wellbeing of our customers is our main priority and we encourage them to monitor their own wellbeing. We work closely with agencies to best support customers achieving this aim.

We seek to find the best support available for our customers and ensure that we signpost accordingly to appropriate services.

We support our customers to live as independently as possible and, in line with their rights and wishes, we monitor their health and wellbeing.

The extent and level of support we offer depends on the service we provide and the way this may impact on our customers.

For adults with care and support needs at risk of injury or death, who are living in a self-contained accommodation and who may or may not have daily contact with staff, professionals, family members or friends, we encourage daily wellbeing checks to ensure the health and wellbeing of our customers is maintained.

By offering wellbeing checks to our customers, we aim to minimise the risk of adults with care and support needs being unable to access prompt support, including medical intervention, due to their vulnerability or injury.

We always assume that a customer has mental capacity. Where we believe a customer may not have mental capacity, we work with the relevant agencies to assess the customer's mental capacity using the Mental Capacity Act 2005 guiding principles.

The policy to offer wellbeing checks to customers is based on best practice. We seek customers' consent and adopt a person-centred approach that reflects the dignity and respectability of our customers. Our person-centred approach is underpinned by local procedures provided to our services.

We set out agreed details of wellbeing checks in our support or care plans clearly and assess and record the risk before care or support commences.

For our independent customers without a support plan in place, where we provide low level support, we follow up on the consent agreement to ensure residents' wellbeing.

We keep the wellbeing checks under review through scheduled support or care plan reviews and through regularly monitoring individual consent agreements with customers.

We review the arrangements following an incident, safeguarding concern or any other concern that may have an impact or result in a significant change in a customer's health, safety and wellbeing.

We follow up on the Herbert Protocol and local procedure, if we believe the person is missing.

4.0 Reporting, auditing and control

All activities and records relating specifically to wellbeing checks are monitored, managed and audited by the Housing Delivery Manager (HDM) of the service or, in their absence, the Regional Business Manager (RBM). In the absence of both HDM and RBM staff should escalate this to the Senior Management. This information can also be

accessed by external auditors or third parties upon request, when appropriate and in line with data protection principles.

5.0 Our approach

In writing this policy we have carried out assessments to ensure that we are considering:

Equality, Diversity & Inclusion

Privacy & Data Protection

To request a copy of these assessments, please email policy@nhg.org.uk

6.0 Reference

- Care Act 2014 (Section 1)
<http://www.legislation.gov.uk/ukpga/2014/23/section/1/enacted>
- Care Quality Commission Regulations
- Mental Capacity Act 2005
- Health and Social Care Act 2008
- Offences: The Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 <http://www.cqc.org.uk/guidance-providers/regulations-enforcement/offences-health-social-care-act-2008-regulated-activities>

Document control

Author	Michael Drozynski, Policy Officer
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Accountable Director	Director of Care & Support

Version Control

Date	Amendment	Version
February 2019	Notting Hill Genesis policy created	1.0
December 2019	Review of the Policy with added new NHG Care and Support roles.	1.1