


Autonomy and Choice

Services covered by this policy:	The Hamlet at Home
Post holder(s) responsible for this policy:	Registered Manager
Date approved:	June 18 th 2021
Approved by:	CEO
Signed:	
To be reviewed:	Jan 2023

A. Policy statement

Our belief is that everyone at The Hamlet should be happy and safe, is unique and valued, can explore choice and opportunities, is encouraged to unlock their potential, can communicate in their own way and is part of the wider community.

Every Hamlet User has the right to freedom and choice over how they wish to live their lives and to live with as much independence as is possible.

This policy describes The Hamlet's approach to the autonomy and independence of Hamlet Users in line with its underpinning values.

B. Purpose of this policy and why we have it

The Hamlet understands autonomy to be the freedom to choose and the right to live an independent life. It understands autonomy, as it applies to people receiving care and support in their own homes to cover basic choices such as the following.

- Choice of how they want to be called or addressed.
- Choice of how they want the service to be provided.
- Choice in terms of being responsible for their medicines or of being supported to take them.
- Choice of what to eat and drink if the service extends to providing meals.
- Choice of times for receiving the service in line with their needs.
- Choice in relation to the arrangement of their own environment.
- Choice of who they wish to have with them when receiving the service.
- Choice in term of who they seek advice from over their care and support needs.
- Being in control of access to their accommodation.
- Being in control of how their support staff as "guests" in their house should use their premises and facilities.

The Hamlet also recognises its legal and moral duty to protect and care for Hamlet Users, some of whom are vulnerable and may not always be capable of making choices that are in their best interests. It will, however, ensure that such Hamlet Users are enabled to exercise as much choice as possible, e.g., having access to people and services that help them to express and exercise whatever choices they can make.

C. Scope of this policy

- The Hamlet Users – children
- The Hamlet Users – adults
- Parents/carers/home support staff of Hamlet Users
- The Hamlet staff
- Educational or work placements e.g. Occupational Therapy or Nursing
- Visitors

D. Policy

The Hamlet's approach to autonomy is to ensure that Hamlet Users have as much freedom of choice in their service delivery within any conditions that are placed from the service's duty of care to both the Hamlet User and staff to keep them safe from any form of harm.

The Hamlet will ensure that where people are unable to choose because of lack of mental capacity it will ensure all decisions taken on their behalf are in line with their best interests under mental capacity / incapacity law.

The Hamlet's Responsibilities

The Hamlet will do the following.

- Respect people's independence, privacy and rights and their sense of dignity.
- Always work within the limits of their contractual relationships and agreements made with Hamlet Users and commissioners where applicable.
- Always work to the [support plan](#) that has been agreed with the Hamlet User or their representative.
- Seek permission from Hamlet Users in respect of gaining access to their premises and using any facilities to carry out their work.
- Inform Hamlet Users and their relatives and friends of how to address any concerns and complaints if they consider The Hamlet is not respecting their rights to choose and be independent.
- Ensure transparency in its care record-keeping and respect Hamlet Users' rights to access their personal information in line with data protection laws.

Support Staff Responsibilities

Support staff should remember the following.

- Always be aware of and respect Hamlet Users' rights to make their own decisions.
- Avoid being overprotective or patronising to Hamlet Users.

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- Never attempt to bully or use force to coerce Hamlet Users to do anything that they do not wish to do.
- Remember their duty to protect Hamlet Users and to ensure that they do not cause harm in any way.
- Always respect every Hamlet User's rights to:
 - choose how they wish to be addressed
 - say how they want to use their time with their support staff
 - say when they wish to receive their care
 - keep their environment as they see fit
 - choose who they wish to have in their home
 - manage their personal affairs in their own way
 - control access to their accommodation and how it is used
 - choose what they want to eat and drink
 - self-administer their own medication unless they seek support.

Exceptions to this will be recorded in the Hamlet User's individual [support plan](#) e.g., details of how support staff are to administer medication. These areas of the [support plan](#) will be devised in line with the Hamlet User's best interests if they lack capacity to make the decision and will be agreed between The Hamlet and the Hamlet User's representative.

If for any reason a member of staff sees the need to limit or restrict any of these choices and freedoms, the reasons should be discussed with the Hamlet User and representatives, the service manager and an account of this added to their record.

Training

All staff receive training in person-centred care and support from their induction onwards, which includes recognition of Hamlet Users' rights to be independent, an understanding of the risks that might be involved and how best to manage any risks that are identified.

E. Procedures and monitoring

All procedures will have the ethos of this policy at their centre. Feedback and evaluations need to question our approach and ways of working to reflect choice and autonomy.

F. Regulations (Health and Social Care Act) and other legal references

Health and Social Care Act 2008 (Regulated Activities) Regulations 2014:

- Regulation 9: Person-centred Care
- Regulation 10: Dignity and Respect
- Regulation 11: Need for Consent

This policy should be read in conjunction with any other relevant Hamlet policies and accompanying procedures.

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