



BEYOND LIMITS
Beyond the limits of conventional support

Respecting and Involving People Policy

This policy clarifies our approach to ensuring that the individuals for whom we provide services, receive care or treatment that is personalised specifically to them.

March 2025

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Introduction

Everybody deserves and should be entitled to, high-quality personalised care when they need it.

Beyond Limits are resolutely committed to ensuring that we provide effective person-centred care that is based upon the individual needs and requirements of every individual, as well as their views and feelings.

This policy clarifies that we will work in partnership with the individual receiving support and all relevant agencies to ensure that their individual needs and requirements are consistently met.



Relevant Regulations

REGULATION 9: PERSON-CENTRED CARE

The intention of this regulation is to make sure that people using a service have care or treatment that is personalised specifically for them.

This regulation describes the action that Beyond Limits must take to make sure that each person we support receives appropriate person-centred care and treatment that is based on an assessment of their needs and preferences.

Beyond Limits must work in partnership with the person, make any reasonable adjustments and provide support to help them understand and make informed decisions about their care and treatment options, including the extent to which they may wish to manage these options themselves.

Beyond Limits must make sure that we take into account people's capacity and ability to consent and that either they or a person lawfully acting on their behalf, must be involved in the planning, management and review of their care and treatment.

Beyond Limits must make sure that decisions are made by those with the legal authority or responsibility to do so but we must also work within the requirements of the Mental Capacity Act 2005, which includes the duty to consult others such as families and/or advocates where appropriate.

Clearly Defined Expectations

The following provides important clarification of key terms relating to this policy:

APPROPRIATE CARE AND TREATMENT

Making sure that care and treatment is what the person needs. Not over-treatment, unnecessary care or treatment, or care or treatment that is disproportionately involved or complicated.

NEEDS

All needs, including emotional, social, cultural, religious and spiritual needs should be included in assessments about the care and treatment people receive. It should also be clearly documented in the person’s working policy.

PREFERENCES

This includes those relating to how people’s care and treatment is provided or preferences about which provider they choose to provide this care and treatment.

RELEVANT PERSON

In Regulations 9, 11 and 17 ‘relevant person’ means that the person using a service or a person acting in their behalf must be consulted about their care and treatment.

Where an adult who uses a service lacks the capacity to decide about their care, this would include any person acting lawfully on their behalf under the Mental Capacity Act 2005, such as with authority given by an advance decision to refuse treatment, Lasting Powers of Attorney for health and welfare containing the relevant clauses, or a Court appointed Deputy.

Where a person using our services is subject to the Mental Health Act 1983, it would include any person with the authority to determine care.

Beyond Limits Care Policy Statement

Beyond Limits are unequivocally committed to ensuring that we maintain high standards of practice. We expect that all colleagues (i.e. employees/staff/volunteers) will comply with the following guidelines without compromise.

Respecting and involving individuals for whom care and support is provided is essential. We will make every reasonable and practicable effort to ensure that the people we support understand their care, their treatment, and their support choices. All individuals will be treated with respect, and this includes ensuring they have the means to communicate and contribute to how their care and support will be provided.



Communication difficulties and/or levels of understanding must not be seen as a barrier to involvement. Beyond Limits will employ reasonable adjustment (such as acquiring assistive technology for example) and work closely with relevant individuals (such as family members) to establish the above principles of practice.

The following provides a non-exhaustive summary of what we must do to ensure we fully respect and involve individuals receiving care and support. Beyond Limits will:

- Recognise the diversity, values and human rights of individuals who use our services.
- Uphold and maintain the privacy and dignity of individuals who use our services.
- Promote the independence of individuals who use our service, ensuring and providing personalised care and support at all times.
- Put individuals using our service at the centre of their care and support by enabling them, wherever possible to make decisions.
- Provide information that supports the individual, or others acting on their behalf to make decisions and fully understand the conditions of their care, treatment and support.
- At all times provide individuals and their families with valuable opportunities to be involved in how the service is run.
- Encourage and enable individuals to be an active part of their community in a way that makes sense for them and that is appropriate to their individual needs and circumstances.

Policy into Practice

INFORMED CHOICES

To enable individuals to make real and meaningful choices about their care and support needs, they must be given information that is well presented, easy to understand and comprehensive. Colleagues must be prepared to provide any further advice or address any concerns in a way that can be understood.

BEING LISTENED TO

Many individuals who receive care and support from us have severe difficulties and limited capacity to express themselves. They will need additional help in the form of particularly sensitive attention to what they want to say, and this includes their non-verbal communication. When an individual is consulted on matters relating to their care and support, we aim to ensure that they can be assured that their views are being taken seriously, and that they have an active/central part in any decisions taken.

Colleagues must employ a range of approaches to listening and responding to individuals in a way that meets their personal needs and requirements.



RESPECTING THE RIGHTS OF INDIVIDUALS

Individual's rights cannot and must not be compromised.

The definitions of the CQC's human rights principles:

- **Fairness:** People who use services and people acting on their behalf have access to clear and fair processes for getting their views heard, for decision-making about care and treatment and to raise and resolve concerns or complaints.
- **Respect:** People who services are valued as individuals and are listened to, and what is important to them is viewed as important by the service (Beyond Limits). People acting on behalf of others, such as family and friends are also valued and listened to.
- **Equality:** People who use services do not experience discrimination and have their needs met, including on the grounds of age, disability, gender, race, religion and belief, sexual orientation, gender reassignment and pregnancy and maternity status. This includes looking at the needs of people who may experience multiple discrimination or disadvantage on more than one ground.
- **Dignity:** People who use services are always treated in a humanitarian way – with compassion and in a way that values them as a human being and supports their self-respect, even if their wishes are not known at the time
- **Autonomy:** People who use services can exercise the maximum amount of choice and control possible – in care planning, in their individual support, in service development, in their relationships with others such as family and friends and as citizens beyond the health and social care services that they are using. Autonomy covers the concept of 'personalisation' of care.
- **Right to life:** People who use services will have their right to life protected and respected by the health and social care services that they use. This means that health and social care services will fulfil their obligation to protect the right to life, to refrain from unlawfully interfering with the right to life, and to carry out an effective investigation if a person dies, for example while in the care of a public authority. This means that health and social care services will fulfil their obligation to protect the right to life, to refrain from unlawfully interfering with the right to life, and to carry out an effective investigation if a person dies, for example while in the care of a public authority.
- **Staff rights and empowerment:** Staff working in health and social care can have their human rights protected and respected, including being encouraged to freely speak up about concerns and have these considered, being free from unlawful workplace discrimination, harassment, bullying or violence and being supported and empowered to promote the human rights of people using their service.

ATTENTION TO VIEWS AND EXPERIENCE

Beyond Limits must take the views and experiences of individual's accessing our care and support into account. This involves consulting each person on how they would like their support delivered, respecting these views even if they conflict with accepted practice, and explaining why their opinions cannot always be precisely followed.

CARERS AND REPRESENTATIVES

In instances where an individual receiving care has asked or agreed that a carer or representative should be consulted about their care, carers and representatives have a right to expectations incorporating the following:

- **Information about Choices:** The carer or representative should be provided with information that, as with that given to the individual concerned, is well presented, easy to understand and comprehensive'
- **Representing a person we support:** In dealing with carers or representatives, we must ensure that:
 - I. The individual really has asked or agreed that a third party should be consulted about their care and that the person has not been pressured into action against their will
 - II. The carer or representative is able to know and express the individual's views
 - III. Beyond Limits provides all appropriate facilities to make faithful representation effective.

Fundamental Responsibilities

THE FUNDAMENTALS

Diversity: Individuals are very different from each other. This diversity is identified in the Essential Standards as relating to race, age, gender, disability, sexual orientation and religion or belief, but should also include class, occupational background and financial status, and indeed simple variations of character from one person to the next. All these elements of diversity must be recognised and acted on

Values: Those people who are supported by Beyond Limits bring many different values, which together make up a way of life which providers (Beyond Limits) must respect. These include customs related to rites, rituals, religion or lifestyle; shared value systems of beliefs and morals; and the social norms which can influence issues like dress and diet.

Human Rights: Beyond Limits must legally respect the basic rights and freedoms contained in the European Convention on Human Rights, which was incorporated into law by the Human Rights Act 1998.



Although the Act lays duties only on 'public bodies', the Health and Social Care Act 2008 defined this term as including any provider supplying accommodation together with nursing or personal care on behalf of a

local authority. This means that individuals, when funded by local authorities, are protected by the Act whether they are resident in either a council or an independent sector home.

The Rights of Individuals

PRIVACY

An individual's privacy is always at risk when they live close to others and in many families, there are intense and long-standing ties. Each individual we support lives in their own home, with a team of staff that they or their representative has recruited. We set high standards for respecting privacy and we must ensure that we respect the person's home at all times and their right to privacy within that home. Individuals have very varied ways of expressing this need, so colleagues need to be sensitive to and scrupulously observe personal preferences. These will be documented in the working policy for your reference.

DIGNITY

Beyond Limits must ensure that respect for dignity is a high priority. Colleagues must not put individuals in situations or treat them in ways which they would not tolerate for themselves.

INDEPENDENCE

The people we support are dependent on professional help for assistance. This can apply to basic everyday tasks depending upon the difficulties experienced, but colleagues must ensure that individual capacities for independence are exercised as fully as possible.

Colleagues should note that there is always a risk of undermining independence by, for example, taking too cautious an attitude to risk or by treating all individuals similarly. Each person we support has a working policy which gives details of working practices to follow, this must be adhered to at all times. Promoting self-care is an important aspect of encouraging independence.

PROVIDING INFORMATION ON DECISIONS

If the people we support are to make real and meaningful choices about their care, they need to be given information which is well presented, easy to understand and comprehensive. Beyond Limits will make reasonable adjustments to ensure that the information provided is fully accessible.

EXPLAINING HOW WE WORK

Straightforward information may not be sufficient to enable an individual to understand enough about how a service works for them. Beyond Limits has an additional responsibility to ensure that we explain (i.e., verbally and when necessary, in writing, as well as in a language and format accessible



to that individual) the structure and operations of the service to be sure that individuals understand all relevant information.

PARTICIPATION IN RUNNING THE SERVICE

Individuals need to participate not only in their own care, but where opportunities arise, they must be involved in taking decisions about how the service is run (as appropriate to their individual needs).

PARTICIPATION IN THE WIDER COMMUNITY

Beyond Limits acknowledge that the people we support are particularly at risk of getting cut off from other community groups and networks. Disability can often limit access to a range of places and activities and their social boundaries can easily become limited to those within their home.

Therefore, we must make a special effort to counter this tendency by helping individuals to maintain their participation in activities and groups and to make full use of the community's facilities to which they can often make a unique contribution.

