

Person-Centred Care Policy



J&V Activity Buddies

Owner: Vendula Kufuor

Organisation: J&V Activity Buddies

Version: 1.0

Date: June 2026

1. Purpose

This policy sets out **J&V Activity Buddies'** commitment to delivering person-centred care to individuals with additional needs. It ensures all support is built around the person's own goals, preferences, rights, and aspirations.

We aim to promote independence, inclusion, well-being, and meaningful participation in the community.

2. Scope

This policy applies to:

- All employees, agency staff, volunteers, and contractors of **J&V Activity Buddies**
- All individuals receiving community-based support services
- All aspects of service delivery, including planning, support, safeguarding, and review processes

3. Policy Statement

J&V Activity Buddies is committed to ensuring that every individual we support is:

- At the centre of all decision-making
- Treated with dignity, respect, and equality
- Supported to make informed choices
- Empowered to achieve their personal goals
- Actively involved in planning their own support

Person-centred care is the foundation of all our services.

4. Key Principles of Person-Centred Care

We follow these principles in all support delivered:

4.1 Respect and Dignity

Every person is valued as an individual with unique experiences and needs.

4.2 Choice and Control

Individuals are supported to make their own decisions and direct their support.

4.3 Independence

We promote skills development and encourage independence in daily life.

4.4 Collaboration

Support plans are created **with the individual**, involving families or advocates where appropriate.

4.5 Inclusion

We actively support participation in community life and reduce social isolation.

4.6 Rights-Based Practice

We uphold equality, human rights, and non-discriminatory practice at all times.

5. Person-Centred Care Planning

Each individual will have a personalised support plan including:

- Personal goals and aspirations
- Communication needs and preferred methods
- Cultural, religious, and lifestyle preferences
- Risk assessments and positive risk-taking plans
- Daily living support needs
- Emergency and contingency arrangements

Plans will be:

- Written in accessible formats
- Developed collaboratively
- Reviewed at least every 6–12 months or when needs change

6. Communication

We will ensure:

- Communication is adapted to each individual's needs
- Easy-read, visual aids, and assistive technology are used where needed
- Individuals fully understand choices and outcomes
- Advocacy services are available when required

7. Staff Responsibilities

All staff at **J&V Activity Buddies** must:

- Deliver care in line with this policy
- Listen actively and respect individual choices
- Promote independence rather than dependency
- Maintain professionalism and appropriate boundaries
- Complete required training in person-centred care
- Report concerns or changes in need promptly

Managers are responsible for ensuring:

- Policy implementation
- Regular supervision and support
- Monitoring of care quality and outcomes

8. Safeguarding and Risk Management

We balance choice with safety by:

- Completing individual risk assessments
- Supporting positive risk-taking where appropriate
- Following safeguarding procedures in line with UK legislation and local authority guidance
- Protecting individuals from abuse, neglect, and harm

9. Equality, Diversity and Inclusion

J&V Activity Buddies is committed to:

- Complying with the Equality Act 2010
- Providing fair and equal access to services

- Preventing discrimination of any kind
- Delivering culturally sensitive and inclusive support

10. Complaints and Feedback

We welcome feedback from individuals, families, and professionals.

We will:

- Make complaints procedures accessible
- Respond promptly and fairly
- Use feedback to improve service quality

11. Training and Development

All staff will receive training in:

- Person-centred care approaches
- Safeguarding adults and children
- Communication and inclusion
- Autism, learning disability, and mental health awareness (where relevant)
- Dignity and respect in care

Ongoing development will be supported through supervision and refresher training.

12. Monitoring and Review

This policy will be reviewed:

- Annually, or earlier if required
- Following changes in legislation or regulatory guidance
- Based on service user feedback and audits

13. Approval

Approved by: Vendula Kufuor

Role: Owner / Responsible Individual

Company: J&V Activity Buddies

Date: 20/06/2026