



ST LUKE'S HOUSING SOCIETY
MCMASTER HOUSE

SUPPORT PLANNING POLICY AND PROCEDURE
Reviewed: November 2024 Jo Dancer, Head of Operations
Next Review Date: November 2026
Last Reviewed: May 2023 Jo Dancer, Head of Operations

1. STATEMENT OF POLICY AND GENERAL GUIDANCE

- 1.1 St Luke's Housing Society (SLHS) is a Registered Social Landlord providing accommodation and living facilities for residents over the age of 55.
- 1.2 SLHS is committed to providing a high-quality service to all residents and aims to help them live independently and safely for as long as possible. SLHS recognises that routine support planning and reviews are a valuable assessment tool to help sustain independent living.
- 1.3 Each support plan is unique and individual to each resident and will use a person-centred approach, keeping the resident at the heart of any decision making and agreed actions.
- 1.4 The SLHS Support Plan form is an assessment tool to use with residents in a Sheltered Housing context. These forms and additional monitoring forms can be used to help inform staff and other support workers and agencies involved. These forms can also be used by front line staff and for those covering leave and other periods of absence.
- 1.5 The SLHS Support Plan, once completed, can be used as an easily accessible tool, to help provide relevant information on resident's support needs, aspirations and expectations.

- 1.6 Support Planning is an important evidential tool of one-to-one consultation with residents and provides a written record of agreed actions between staff, residents and occasionally, other support workers and agencies.
- 1.7 Support plans are an effective method for all front-line staff and residents to build a positive working relationship, planning and reviewing the way in which we will communicate and interact with our residents.
- 1.8 The SLHS support plan will also help to clarify expectations of all parties in our Sheltered housing setting. The Support Plan should be used as a tool of empowerment to achieve desired outcomes; help to promote independence as far as practical and help residents live fulfilling and healthy lives.
- 1.9 The SLHS Support Plan and review system enables staff to systematically assess risk to individual residents and to plan and implement risk reduction strategies.
- 1.10 Regular assessments and reviews of Support Plans offer all parties the opportunity to revisit the plan, review the likelihood of desired outcomes, to measure progress or to refocus and adapt to meet any changing needs of our residents.
- 1.11 The Support Planning process will offer the Head of Operations and Board or Trustees Managers an insight into the dynamics of the housing scheme, providing a greater understanding of the needs and aspirations of specific groups of residents.
- 1.12 The SLHS Support plan can assist all staff with understanding their workload and maintain a consistency of service between team members. The plans can also help to inform the Head of Operations and Board of Trustees of key areas that need addressing and monitoring. Support plans are also important to enable and help the Head of Operation measuring quality control of services and support being provided.
- 1.13 The planning process will also enable senior management to build the skills of frontline staff, directing resources accordingly and achieve a greater awareness of how residents individual need impact on workloads, training, and development needs of staff.
- 1.14 In addition, the support planning system used by SLHS ensures information is accurate, kept up-to-date and is relevant for what staff need to support residents. All documentation will be kept in accordance with GDPR.

2. RESPONSIBILITY

- 2.1 The support planning process will be routinely carried out by the Housing Support Worker. The assessment process and annual reviews will be supported as necessary and monitored by the Head of Operations.

- 2.2 Support planning aims to develop a clear understanding between SLHS staff and residents about what services can be directly provided and external services that residents can be signposted to. It allows SLHS staff to develop a better understanding of individual tenants and to learn how to best provide the most appropriate level of support for that individual, helping them to sustain living independently for as long as possible and safe to do so.
- 2.3 There is no obligation upon tenants to provide anything other than basic emergency information.
- 2.4 Residents are encouraged to understand and embrace the benefits of individual discussions and support planning specific to their individual needs. However, the organisation and its staff recognise that there will be residents who will choose not to participate, and we must respect their privacy. Where this is the case, a disclaimer letter should be sent to the resident explaining the benefits of SLHS Support Plans, confirm that the resident has been offered a Support Plan, but they have declined. It should be recorded on the residents file and signed by resident where possible. This should be review on an annual basis.
- 2.5 Where staff believe there may be safeguarding concern related to an unmet support need, please refer to the SLHS Safeguarding Policy and Procedure and the Oxfordshire Safeguarding protocol.
- 2.6 The Board will receive *ad hoc* reports detailing benefits gained and lessons learned through the support planning system. It will also inform welfare reports where there are serious safeguarding concerns.

3. PROCESS

- 3.1 SLHS staff enjoy regular contact with residents and staff are on site during the week Monday – Friday. Residents are advised at the time of their initial assessment for housing that they will have an individual Support Plan when they move to their new property. All tenants are encouraged to participate in the process of planning their individual support.
- 3.2 The Support Plan document must be completed with the new resident as soon as possible following tenancy commencement. A copy of the document is shown at Appendix 1 and includes a statement to comply with GDPR.
- 3.3 The aim of Support Planning is to make sure that all SLHS tenants are safe, healthy, happy, and living life to the full is central to the process: therefore, individual support plans may need additions or changes to meet these aims.
- 3.3 Support Plans will be reviewed on an annual basis on their anniversary, unless agreed otherwise (for instance in high risk / low risk situations). Residents may request an update at any time if they feel it is necessary, as may SLHS staff.
- 3.4 The Support Plan will be completed usually during one appointment lasting between one to two hours. Staff will take care to ensure that the process is

tailored to the needs of the individual tenant, and so will arrange additional appointments if needed.

- 3.5 Once completed the Support Plan will be signed by both tenant and staff. The signed copy will be retained on file and an electronic version will also be held. The resident will be provided with a copy if they would like to have it.
- 3.6 Actions will be recorded on the support planning actions spreadsheet, which will be available to inform *ad hoc* reporting or specific queries. Where actions are not possible, a record will also be made of the reasons.
- 3.7 All support plans should be passed to the Head of Operations to for supervision and review. This is to ensure SLHS are providing high quality assessments to meet the needs of our residents.

4. REVIEW OF POLICY/PROCEDURE

- 7.1 The Support Planning process and will be regularly reviewed and updated to ensure that it remains appropriate to its intended resident and staff.

Appendix 1

Support Plan Assessment Form Link
Internal Link

Support Plan Fair Processing Statement Link
Internal Link