

## Policy Overview

At TruComfort Homecare, we respect and uphold every individual's right to freedom of religion & belief. This includes ensuring our services support & do not interfere with a person's ability to practise their faith or spiritual values. This policy explains how we support service users in honouring their religious practices while receiving care.

## Our Commitment

We are committed to provide care that respects & accommodates the religious, cultural and spiritual needs of our service users. This applies to everyday care as well as special events, rituals, dietary needs and end of life preferences.

## Key Principles

- Clear Information:** We provide new and potential service users with clear, accessible information about how we support their religious and spiritual needs.
- Assessment and Planning:** During the assessment process, we ask about a person's religious preferences and record this in their care plan.
- Respectful Limitations:** If we believe we are unable to meet a service user's religious needs properly, we will discuss this openly with the individual, their representative, or care manager to ensure the right support is provided.
- Care Planning:** Religious needs and any specific involvement we may have are agreed with the service user and recorded in their individual care plan.
- Staff Briefing:** All staff supporting the service user will be informed of any relevant religious needs and trained to respect and follow the care plan accordingly.
- Community and Worship:** We support service users in maintaining contact with places of worship and their religious community whenever requested and feasible.
- Privacy and Practice:** Our staff will respect the privacy and time needed by service users for personal religious practices such as prayer, meditation, or scripture reading.
- Faith-Based Dietary Needs:** If our staff are involved in food preparation, we will make every effort to accommodate religious dietary requirements, including food preparation for religious festivals and fasts.
- End-of-Life Care:** At times of dying and bereavement, we will do our utmost to follow the religious and cultural practices that are important to the service user and their family.
- Spiritual Support:** We recognise that some individuals express spirituality outside traditional religion. We aim to support these personal expressions with equal respect.
- Complex Needs and Belief:** We are aware that individuals with communication difficulties, cognitive impairments, or terminal illness may still value spiritual or religious connection and we will respond sensitively to this.

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- 12. **Zero Discrimination:** Disrespect towards a person's faith or belief will not be tolerated. Any failure to uphold this standard by staff will result in disciplinary action.
- 13. **Diverse Workforce:** We aim to reflect the diversity of our local community within our staff team. We accommodate staff religious practices (such as prayer times or religious holidays) wherever possible.
- 14. **Staff Training:** All staff are introduced to this policy at induction and supported with appropriate training if unfamiliar religious needs arise.
- 15. **Holistic Care Approach:** Respecting religious needs is part of our broader commitment to enabling each person to live with dignity, fulfilment, and choice.

### Training

All staff receive training on this topic during their induction and are supported with ongoing development in line with national care standards. Where needed, additional updates or briefings will be provided to ensure respectful and informed care delivery.