

Policy Statement

This policy is available to both staff and service users as maintaining autonomy and independence is a key concern for many individuals receiving care. TruComfort Homecare is dedicated to supporting and promoting each service user's right to make their own decisions and lead their lives with as much independence as possible.

We recognise that illness, disability, and ageing can diminish personal independence, and poorly delivered care can unintentionally increase dependency. Our goal is to empower individuals, not replace their decision-making.

Mental Capacity and Deprivation of Liberty

TruComfort respects each individual's right to live the life they choose. However, in exceptional cases where safety is at risk—either to the individual or others—our team may need to intervene in accordance with legal frameworks includes the **Mental Capacity Act & Deprivation of Liberty Safeguards (DoLS)**.

These safeguards apply to individuals aged 18 and over who:

- Have a diagnosed mental condition or cognitive impairment (e.g. dementia or profound learning disability),
- Lack the capacity to consent for/to their care arrangements,
- May be subject to restrictions considered to be a deprivation of the liberty, under Article 5, of the **European Convention on Human Rights (ECHR)**.

The purpose of these safeguards is to ensure that:

- Care is delivered in the least restrictive way,
- Individuals are protected from arbitrary or unnecessary restrictions,
- People have the right to challenge decisions,
- Appropriate reviews and authorisations are in place.

From the very first point of contact, we aim to create a relationship that promotes confidence, understanding, and control for the service user.

Empowering Through Information

We believe that informed individuals are more independent. That's why we provide clear, up-to-date, and accessible information—both at the start of care and throughout our relationship. Where needed, we offer this information in alternative formats or languages.

Care staff are trained to:

- Communicate in the service user's preferred language when possible,
- Use the individual's chosen name,

- Work collaboratively with service users rather than for them.

We promote independence by allowing service users to take reasonable risks, as long as these are informed and recorded in a risk assessment within their Care Plan.

Procedure: Supporting Rights**Independence**

Independence means the ability to think, plan, act, and take measured risks without constant reliance on others. While accepting some care needs, service users should remain in control of their daily lives as much as possible. We support this by:

- Helping individuals do what they can for themselves,
- Encouraging responsibility in healthcare and medication management,
- Involving them in care planning and record-keeping,
- Collaborating with family, friends, and other professionals where relevant,
- Fostering a care culture that focuses on abilities—not disabilities.

Service User Rights Include:

- Maintaining independence in personal care and lifestyle choices,
- Being informed of services and associated costs,
- Understanding their rights and having their diverse needs respected,
- Taking reasonable risks where appropriate,
- Having decisions made with their input and understanding,
- Involving family or advocates where applicable,
- Receiving care that respects privacy, dignity, and personal space,
- Participating in special events and community activities,
- Access to independent advocacy support,
- Choosing preferred care staff and care times,
- Expressing feedback through complaints or surveys.

Fulfilment

Personal fulfilment involves achieving individual goals & experiencing life satisfaction. This varies by person and is shaped by their unique aspirations and interests.

We help support fulfilment by:

- Encouraging involvement in cultural, social, and community events,

- Supporting spiritual or religious practices,
- Responding compassionately to end-of-life preferences,
- Helping individuals pursue interests and/or lifelong goals.

Rights Related to Privacy and Dignity Include:

- Assessments conducted with sensitivity and minimal intrusion,
- Reassurance about confidentiality and the right to privacy,
- The option to have a carer or family member present during assessments,
- Regular review of care plans,
- Meeting new care workers in advance where possible,
- Timely communication of any changes in care or staff,
- Respectful handling of personal information and requests for same-gender carers.

Advocacy and Civil Rights

TruComfort provides information on independent advocacy and self-advocacy services. Where needed, we may act as advocates ourselves, ensuring the individual's voice is heard.

We also help uphold civil rights by:

- Supporting access to public services (e.g. libraries, transport, healthcare),
- Encouraging democratic participation (e.g. voting assistance),
- Enabling active community involvement (e.g. volunteering, religious practice),
- Facilitating opportunities to give feedback on our services.

Choice

Choice means having the freedom to select from a variety of options without coercion. We promote this by:

- Avoiding rigid schedules (e.g. set times for waking or meals),
- Respecting preferences for specific staff where possible,
- Adapting care delivery to reflect personal routines and interests,
- Valuing cultural and lifestyle diversity in care,
- Encouraging informed decisions about care providers and approaches.

Personal Finances & Files

Where agreed, we may support individuals in managing their finances. This is always done with the utmost respect for privacy and consent.

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Service users have the right to access their personal files in line with **GDPR**, and we inform them if external regulators may need access.

Family and Carers

We welcome input from family and carers but will only engage with them with the service user's consent. We prioritise the individual's voice and decision-making over others unless legally directed otherwise.

Training

All staff will receive training on:

- Respecting autonomy and independence,
- Preserving dignity and privacy during personal care,
- Cultural awareness and communication,
- Confidentiality and sensitive handling of personal matters.

These topics are covered during induction and regularly refreshed through formal training programs.