



ABBEYFIELD POLICY & PROCEDURE/GOOD PRACTICE GUIDELINES

Policy Ref:	R011P
Owner:	Abbeyfield Oxford Society

Effective date:	May 2015
Review date:	May 2018

TITLE	MY LIFE
1 Background	<p>“My Life” enables every older person who receives housing services from Abbeyfield Oxford Society to have their needs assessed, agree how any risks for them will be managed, and access the help they need to enable them to have a personally valued quality of life.</p> <p>It ensures that the resident and Abbeyfield Oxford Society have agreed and recorded what the resident wants and needs to have their own independent life. It also means that if needs and wants change they can be identified and responded to.</p>
2 Objectives	<p>Older people receiving housing services from Abbeyfield Oxford Society should have their quality of their life enhanced through those services. This quality of life is based on their identified individual needs and choices and is delivered in accordance with the Guiding Principles and Values of the Abbeyfield Society.</p> <p>The “My Life” Plan is designed to enable each resident to say:</p> <ul style="list-style-type: none"> • What I need and want in my life • What will help me to have that • What my life will be like when I have what I need and want <p>It is agreed and updated by the resident and Abbeyfield Oxford Society to provide a record of and a guide to the service they are provided and the life they experience.</p>
3 Scope	<p>The individual resident (and if they wish their family and/or representative), Abbeyfield Oxford Society staff, and Volunteers directly involved in providing services to the resident. It is also relevant to Abbeyfield Oxford Society staff and volunteers involved in reviewing the quality of service provided.</p>
4 Policy	<p>“My Life” represents the voice of the resident setting out clearly how they</p>

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4.1	see their life and what they want in it. This begins with their application to receive a service from Abbeyfield Oxford Society and the initial information provided so they can receive that service. At this point they are asked “what do you want and need from living in an Abbeyfield house?”
4.2	<p>“My Life” is a continuation of that dialogue and commitment.</p> <p>“It is a practical document looking at wants, needs and risks involved in residents having the life they want. “My Life” recognises that needs and wants change and a relevant plan should respond to those changes to ensure relevant services can be provided.</p> <p>Note: A resident can choose not to participate in completing a “My Life” Plan, however Abbeyfield Oxford Society must still draw up the plan to fulfil its “duty of care”</p>
4.3	<p>Completing the Plan</p> <p>The intention of the plan is for the resident to have shared ownership: a plan that records their voice, their views and provides a foundation for the services they need in their life. To enable this, the plan can be completed by either:</p> <ul style="list-style-type: none"> • A resident taking the plan away and then either individually or with independent support completing a draft. They can then meet a staff member to discuss, amend (as needed), agree and finalise the plan. • Abbeyfield Oxford Society meeting with the resident (and if they wish, a representative), to look at the plan then leave it with the resident and meet a second time to complete it • Or; completing it together in a single meeting.
4.4	<p>Consent to share</p> <p>Key information from the completed plan should be made available as agreed to:</p> <ul style="list-style-type: none"> • Abbeyfield Oxford Society staff (and where relevant, volunteers) • Other professionals who are engaged in supporting a resident.
4.5	<p>Reviewing “ My Life”</p> <p>Completed, this enables the resident and Abbeyfield Oxford Society to measure needs met and unmet, risks met and changing, developments and achievements.</p> <ul style="list-style-type: none"> • If a resident believes their needs, risks or aspirations have changed the plan can be reviewed. • If Abbeyfield Oxford Society believes a resident’s needs and risks have changed a review can be organised. • A regular six monthly review takes place.
4.6	<p>“My Life” is about both what is happening now and future plans</p> <p>The Plan reflects that some parts of a resident’s life are completely</p>

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	<p>independent (Point 5:What I need to enable me to follow my personal choices (including social, spiritual, political and cultural) e.g. listening to music on their CD player.</p> <p>Other parts depend on the involvement of others e.g.</p> <ul style="list-style-type: none"> • A Bridge game with other residents • Attendance at a church service requiring transport from a third party • Contact with family members
4.7	<p>“ My Life” headings</p> <ul style="list-style-type: none"> • What I need in my life and any risks for me • Any help I need to minimise the risks & maintain my quality of life • How my life will look <p>Taking food at mealtimes (Point 4: My breakfast , lunch and supper - including my choices, quality of food and ensuring my dietary needs are met) as an example:</p>
4.7.1	<p>What do I need in my life and any risks for me</p> <p>“I have 2 meals a day but I do need to take pleasure in what I eat. If I don’t have that I eat little and rapidly lose weight and my health is affected”</p>
4.7.2	<p>Any help I need to minimise my risks & maintain my quality of life</p> <p>“I need to be asked by staff about foods I like and don’t. I need to be able to choose the amount of different items I eat. I like to be able to make suggestions about meals that may be prepared”.</p>
4.7.3	<p>How my life will look</p> <p>“I will be healthy and will enjoy food, company around mealtimes and will know my cooking experience is valuable as I can pass on recipes and ideas”.</p>
4.8	<p>Sections of the Plan</p> <p>There are 5 sections of the Plan</p>
4.8.1	<p>Living in my home</p> <p>This first enables the resident and Abbeyfield Oxford Society to look at practical housing issues. How the resident lives in their home and how they can use and enjoy that environment including the lounge, dining room, washing facilities, laundry and control of temperature.</p> <p>It also looks at a feature that is central to enhancing residents' home life: meals.</p>
4.8.2	<p>My Personal Life</p> <p>This is about the individual features that characterise a resident's quality of life. Their personal choices (social, spiritual etc.), relationships, finances</p>

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<p>4.8.3</p> <p>4.8.4</p> <p>4.8.5</p>	<p>and how they are treated including their confidentiality and privacy.</p> <p>Health & Safety This is concerned with the range of services that enable the individual to both be and feel safe and secure in their home and life. It includes safeguarding the individual from abuse, practical health & safety, out of hours support, emergency planning and ensuring repairs and maintenance to their home.</p> <p>Consultation and Involvement In this section the resident and Abbeyfield Oxford Society consider the way Abbeyfield Oxford Society engages with them and their views. Looking at how the resident's needs are identified and met, how information is provided in an understandable manner, how confidentiality and privacy are maintained.</p> <p>Additional The resident or Abbeyfield Oxford Society may identify additional important areas that need to be included in the plan (Note: Identifying additional areas is not required. If this is necessary then space is provided in the plan for them to be added).</p>
<p>4.9</p>	<p>Agreeing the plan The final section of the "My Life" Plan records the agreement of Abbeyfield Oxford Society and the individual resident.</p> <p>The agreement includes consent for the Plan to be shared with other relevant agencies who are supporting the individual resident.</p> <p>There is also space for a disagreement to be recorded. This would happen where Abbeyfield Oxford Society and the resident could not agree the plan. In this case the disagreement would be referred to the next stage in the Abbeyfield Oxford Society service management for that person to review.</p> <p>The plan is designed so that if the residents' needs, wishes and outcomes have not changed then the plan does not change and can simply be re-dated. Note: This agreement on "No change" is not an alternative to a full review but a possible outcome of such a review.</p>
<p>4.10</p>	<p>Storing the Plan The resident and Abbeyfield Oxford Society retain copies of the plan, Abbeyfield Oxford Society stores its copy confidentially and it is reviewed together as agreed.</p>
<p>5 Supporting Appendices</p>	<p>My Life (Plan)</p>
<p>6 Review</p>	<p>Every 3 years, subject to any regulatory or legislative updates.</p>

