

TITLE	RESIDENT INVOLVEMENT AND EMPOWERMENT ABBEYFIELD OXFORD SOCIETY
1. Policy Statement	<p>Abbeyfield Oxford exists to enhance the quality of life for older people. To do this it is committed to Resident Involvement and Empowerment. This approach is implemented in accordance with wishes of residents and the nature of the involvement and empowerment is matched to the interests of residents.</p> <p>This policy recognizes the legal and good practice responsibilities of Trustees for governance of the society and their need to make the decisions needed to fulfill their responsibilities.</p> <p>Consultation with residents: Involvement, consultation and empowerment of residents is to ensure that when the society makes decisions about current and future services the views of current residents are heard and their contribution is valued.</p> <p>Abbeyfield Oxford's approach is to offer all residents the opportunity to be involved with the support it can provide for current and future services. It recognizes that the interest of residents in involvement will vary and its dual commitment is that no resident will be excluded who is interested in being involved and no resident will experience pressure to be involved beyond their interest.</p>
2. Values	<p>This policy is formed and governed by the values of Abbeyfield Oxford :</p> <p>Caring means that the wellbeing of our residents is central to everything we do, and that every individual will be treated with dignity and respect. It also embraces our volunteers and staff, and by learning and supporting each other, Abbeyfield Oxford will be an organisation where people can grow and find fulfillment.</p> <p>Openness means that as an organisation we encourage and support new ideas from our residents, volunteers and staff, and by learning through discussion we appreciate each other's differences and will adopt suggestions which improve the service that Abbeyfield Oxford provides. We will be open to change, and will seize opportunities that allow us to continue working towards our mission.</p>

	<p>Honesty means that we will each work in an ethical way. As individuals we will each lead by example in order that residents, volunteers, and staff will have confidence in the integrity of Abbeyfield Oxford.</p> <p>Respect is something we understand we have to earn. We earn it not only by valuing each other as individuals, and valuing each other's views, beliefs and background, but also by working hard to develop relationships with our residents, volunteers, staff and the communities in which we operate. We act in a respectful way towards each other; honouring the commitments and promises we have made to each other.</p>
<p>3. Objectives</p>	<p>Abbeyfield Oxford is committed to :</p> <ul style="list-style-type: none"> • Offering all residents a wide range of opportunities to be involved in the service delivery and future planning of their Abbeyfield society. • Consulting with residents and acting reasonably in providing them with opportunities to be involved in the way Abbeyfield Oxford delivers services. • Providing residents with a range of opportunities to influence how the society implements Abbeyfield Society good practice and meets external regulatory requirements • Providing accessible support for residents to be involved in the provision of support to tenants to build their capacity to make the contribution they wish to.
<p>4. Scope</p>	<p>This policy relates to all Abbeyfield Oxford residents and the support and empowerment they are offered by Volunteers and staff.</p> <p>It recognizes and values the roles of advocates and the residents' chosen representatives</p>
<p>5. Service quality</p>	<p>The society is committed to seeking the views of residents individually and collectively on the standards and quality of the service it offers both generally and in terms of how this meets individual needs.</p>
<p>6. Resident Review</p>	<p>The society is committed to providing residents with opportunities to review the policies and procedures that underpin its work. This offer</p>

	<p>will be open during periods of review and will be extended to all residents and their representatives.</p> <p>In the event that a resident has comments on a policy or procedure outside of the time of formal review the society will consider their views and will share them with the person leading on the policy for Abbeyfield Oxford.</p>
<p>7. Responding to a resident or residents</p>	<p>When a resident shares a view or asks a question of the society about any area of practice or policy Abbeyfield Oxford operates the following procedure:</p> <ul style="list-style-type: none"> • The view or question is treated seriously and with respect. • The view or question is represented fully and faithfully to the individual or group (for example the Chairman or Executive Committee) best able to respond. • The view or question is fully considered and the outcome is reported to the individual or individuals who raised it.
<p>8. Involving residents</p>	<p>Abbeyfield Oxford has identified a range of ways in which residents can be involved and their views sought and responded to:</p> <ul style="list-style-type: none"> • Volunteers and staff talk informally to residents over lunch, coffee or on an individual basis • Residents are encouraged to raise suggestions and concerns directly with the house manager. • Residents' meetings take place on a regular basis. • There is a slot at the Executive Committee meeting for residents' views on current issues to be considered and responded to. • Support Plan meetings identify individual resident's views on key issues and where appropriate (with the agreement of the resident these are discussed by the Executive Committee) • Abbeyfield Oxford will carry out an annual survey of residents and where possible ask an individual separate from the society (a regional volunteer or a volunteer from another house/society) to receive and evaluate the results.
<p>9. Complaints and concerns</p>	<p>Abbeyfield Oxford encourages residents and their representatives to share any complaints and concerns they have and, both responds to these and uses them to improve the overall quality of the service</p>



	offered. This is set out in the Complaints Policy
10. Comments	Comments on this policy from residents and other stakeholders are welcome. It will be reviewed in May 2019.