

TITLE	Working with other Organisations
<p><b>1. Statement</b></p>	<p><b>Outcome:</b> The individual is at the centre of their own life receiving personalised services that meet their identified needs and enable them to achieve valued outcomes in their life.</p> <p>This should be supported by integrated services focused on their contribution to the individual’s life within a holistic person centred framework. To achieve that The Abbeyfield Oxford Society is committed to working in an open positive way with other organisations to meet the needs of older people living in an Abbeyfield house.</p>
<p><b>2. Objectives</b></p>	<ol style="list-style-type: none"> <li>1. To ensure the individual has greater choice and/or involvement and/or control at a service level and within the wider community.</li> <li>2. To enable and support the client in establishing and maintaining contact with external services.</li> <li>3. To support the individual in accessing the support and resources they need to enjoy a personally valued life in their home and community.</li> </ol>
<p><b>3. Values</b></p>	<p>The Guiding Principles of the Abbeyfield Society affirm that it operates as “a co-operative effort” and that its beliefs in supporting a valued life for older people include that they have :</p> <ul style="list-style-type: none"> <li>• an important role to play amongst their families, friends and community</li> </ul> <p>and that in providing support to older people :</p> <ul style="list-style-type: none"> <li>• within the community the individual has an essential part to play.</li> </ul>

<p><b>4. Application to use the service</b></p>	<p>The Abbeyfield Oxford Society recognises that an individual applying to live in an Abbeyfield house may receive services from other individuals and/or agencies.</p> <ul style="list-style-type: none"> <li>• in contact with the applicant and (where appropriate) their representative, advocate or family Abbeyfield will seek to identify other individuals or organisations who currently provide a service to the individual.</li> <li>• With the consent of the individual those agencies will be invited to contribute to the needs and risk assessments Abbeyfield carries out.</li> <li>• Where the agencies have contributed and with the consent of the individual Abbeyfield will (as appropriate) share the outcomes of the assessment with the other agencies.</li> <li>• Where an applicant comes to Abbeyfield through a referral from another Agency then Abbeyfield will (with the consent of the individual) feedback the outcome to the referring agency</li> </ul> <p>Where Abbeyfield believes that the insights of a specialist agency will help it to identify the needs and risks associated with the individual living in an Abbeyfield house it will, with the consent of the applicant approach that agency to be involved in the needs and risk assessment.</p> <ul style="list-style-type: none"> <li>• Where another the agency has contributed its specialist expertise to the applicants needs and risk assessment (with the consent of the individual) Abbeyfield will (as appropriate) share the outcomes of the assessment with the other agencies</li> </ul> <p>Where there are other organisations and individuals who have expertise that could contribute to the review and development of The Abbeyfield Oxford Society’s needs and risk assessment policy, procedure and practice they will be invited to contribute to this. This will include those who have been involved in contributing to Abbeyfield needs and risk assessments .</p>
<p><b>5.Support Plans</b></p>	<p>Where an individual client receives services from other agencies they will (with the individuals consent) :</p> <ul style="list-style-type: none"> <li>• be invited to contribute to the Support Planning including invitations to participate in review meetings.</li> <li>• have outcomes that involve them negotiated with them.</li> </ul> <p>Where Abbeyfield believes that an external agency has skills and knowledge that can contribute to a Support Plan) they (with the clients consent) will be invited to contribute to the plan.</p>

	<p>In planning Abbeyfield will request copies of any other agencies plans to meet the individual client's needs. Abbeyfield will then work to ensure that its plan complements the other plan(s) to ensure the individual client receives a co-ordinated service.</p> <p>Where the Support Plan identifies that the individual client has needs that they would like met by the involvement of other agencies Abbeyfield will:</p> <ul style="list-style-type: none"> <li>• Facilitate their contact with other agencies so they can access these services.</li> <li>• Make (as appropriate) contact with these services on behalf of the individual client .</li> <li>• Abbeyfield will then seek to support the individual client in continuing to maintain valued access to these services.</li> </ul>
<p><b>6. Staff and volunteer knowledge and approach.</b></p>	<p>Abbeyfield staff and volunteers working to support individual clients :</p> <ul style="list-style-type: none"> <li>• Know about the other agencies involved in providing services to individual clients</li> <li>• Know about the services that can be accessed from other agencies to meet client needs and minimise risks.</li> <li>• Are able to facilitate access to these services for individual clients.</li> </ul>
<p><b>7 Safeguarding Adults and children</b></p>	<p>The Abbeyfield Oxford Society is committed to safeguarding adults who live in its houses as well as the adults and children who visit the houses.</p> <ul style="list-style-type: none"> <li>• Abbeyfield actively works in partnership with other local agencies to ensure there is a consistent approach to safeguarding.</li> <li>• Abbeyfield involves other agencies in the review of its safeguarding policy and procedure.</li> <li>• Abbeyfield reports any actual or suspected abuse issues to the appropriate authority.</li> <li>• Staff, volunteers and clients are clear on their reporting rights and responsibilities for safeguarding issues including actual or suspected abuse. .</li> </ul>
<p><b>8.Equality&amp; diversity</b></p>	<p>The Abbeyfield Oxford Society is committed to maintaining contact with groups from all sections of the diverse local and wider community.</p> <ul style="list-style-type: none"> <li>• Promoting its services as a valued option to all sections of the community.</li> <li>• Supporting individual clients in accessing services from all sections of the community to meet their individual needs.</li> </ul>

<p><b>9. Anti-social behaviour</b></p>	<p>The Abbeyfield Oxford Society works in partnership with individuals and agencies within the community to ensure that clients living in Abbeyfield house are able to live free from harassment, discrimination and anti-social behaviour.</p> <p>Where such behaviour happens Abbeyfield acts to work with other agencies to protect the individual client and to ends the behaviour.</p>
<p><b>10.Information about The Abbeyfield Society</b></p>	<p>The Abbeyfield Oxford Society makes information about its services available to other agencies within the community and seeks to ensure that these are available (upon request) in a range of formats and in clear language.</p>
<p><b>11.Involvement in the wider community</b></p>	<p>In accordance with its Guiding Principles (referenced in section 3) the Abbeyfield Oxford Society actively seeks to support clients who are resident in one of its houses in playing a full and active role in their community. To do support this Abbeyfield provides:</p> <ul style="list-style-type: none"> <li>• Information</li> <li>• Support in accessing and maintaining access to these services.</li> </ul>
<p><b>12.Complaints and comments</b></p>	<p>Abbeyfield welcomes the comments of other agencies on its services and practices.</p> <ul style="list-style-type: none"> <li>• Abbeyfield ensures that other agencies know how to complain about any service or practice it engages in.</li> </ul>
<p><b>13.Review</b></p>	<p>This Policy document was reviewed in September 2012 and will next be reviewed in September 2015. The views of other agencies and individuals will be welcomed.</p> <p>This formal date is not intended to exclude other agencies commenting upon the document before then as such comments will be welcomed and if where needed the document will be updated in response to these comments.</p>