



Resident Involvement

Version 1

Category: Operations – Housing Management

Latest Review Date: November 2012

Review Frequency: 3 years

Owner: Customer Service and Human Resources Director

Contributors: Location Managers, Housing Services Manager

POLICY

1. Policy Goal

To work with residents to deliver the local and strategic aims of The ExtraCare Charitable Trust (ECCT) for the benefit of residents and the organisation, and to continually improve the quality of provision of housing with appropriate care, support and other services.

2. Business Objectives

To meet the changing needs and expectations of ECCT's existing residents and to develop services to respond to the needs of future customers. To use the skills and experience of ECCT's residents by involving them in local and strategic discussions about service quality. Evidencing that ECCT has acted upon residents' responses helps support the regulatory framework of both the Homes and Communities Agency (HCA) and Care Quality Commission (CQC).

3. Organisational Statement

A wide range of services are offered by ECCT within its role as a provider of housing, care and support services for older people. These services range from restaurant facilities, to housekeeping and laundry services and include independently regulated services such as personal care, nursing and housing. Whilst audited services ensure a consistent standard, it is the involvement of residents that determines ECCT's ability to successfully deliver excellent services and continuously improve or innovate to meet the customer's needs, expectations and desires.

ECCT understands that whilst some residents want fairly informal opportunities to get involved others welcome a more structured approach. This policy outlines the range of alternatives to get involved in decision making both at local level and at a more strategic level through suggestion schemes, interest/focus groups, residents' meetings, residents' associations and the residents' forum.

4. Outcomes

Improved customer satisfaction, continuous improvement, service review and redesign, increased demand for services, high score ratings on regulatory

compliance, shared aim between all staff and trustees to deliver a high quality service and highly satisfied customers.

5. Application

All staff are aware of, understand and apply this policy. Managers take an active role in promoting all forms of involvement but especially the strategic objectives of having Residents' Associations at all locations and the need to raise the profile of the Residents' Forum. All residents are aware of the policy and understand the opportunities that they have to get involved and contribute to developing and improving services for all residents.

6. Reason for the Policy

As a Registered Provider with the Homes and Communities Agency it is a regulatory requirement that ECCT provide opportunities for resident involvement and empowerment. The Care Quality Commission requires ECCT to evidence that customers' views are heard and considered when reviewing the service provision. It is a strategic aim of ECCT to continually develop and improve its services and their design, to a standard that meets resident and customer needs and thus encourages a high demand for them. Involving residents and customers complies with both ECCT's ethos and best practice guidelines.

7. What is new / What is different

This is a new policy, which brings together ECCT processes and best practice, along with revised guidelines and new guidelines from the Homes and Communities Agency.

8. How to measure success

Residents' meetings held monthly at each location, staff and residents agree reasonable timeframe for conclusion of issues raised at residents' monthly meetings and these are achieved and minuted appropriately, interest groups active in line with requirements of this policy, and resident associations meet terms of their constitution.

Compliance to consumer standards are achieved and best practice guidelines are demonstrated.

9. Reference to relevant documents

Regulation / Guidance

Homes and Communities Agency
Regulatory framework April 2012

Care Quality Commission Essential
Standards of Quality and Safety (March
2010)

Regulation and Guidance from
Supporting People (Quality Assessment
Framework 2010)

In House Documents

Equality and Diversity Policy

Listening to our Customers Policy

Complaints Management Policy

Safeguarding Vulnerable Adults and
Children Policy

Health and Safety Policy

Care Planning Policy

Housing Related Support Policy

Food and Beverage Management Policy

Activities Management Policy*

Traditions Management Policy*

Wellbeing Service Policy*

(Those policies marked * are currently
under review)

10. **Approval date** – November 2012

11. **Next review date** – November 2015