


# Policies & Procedures

Support & Care Policy for Individuals with Learning Disabilities Policy v1.0

**Support & Care Policy for Individuals with Learning Disabilities**


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VCare Consultancy Services Ltd.

**Support & Care Policy for Individuals with Learning Disabilities**

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| **Version No.** | 1.0 |
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VCare Consultancy Services Ltd.

## Statement of Purpose

VCare Consultancy Services Limited is committed to providing safe, effective, compassionate, and high-quality domiciliary care to people in their own homes across the United Kingdom. We support people with a wide range of needs, including older adults, individuals with physical disabilities, and those with learning disabilities.

Our goal is to enhance quality of life through person-centred, dignified care that promotes independence, choice, and community inclusion, in line with the Health and Social Care Act 2008 and CQC's Fundamental Standards.

## Scope

This policy applies to all staff, including care workers, managers, coordinators, and contractors involved in delivering home care to service users with learning disabilities.

## Objective and Mission Statement

- To deliver person-centred care plans tailored to each individual's unique needs and abilities.
- To protect individuals from abuse and neglect through robust safeguarding measures.
- To support individuals in achieving their full potential, independence, and inclusion.
- To employ competent, trained, and compassionate staff.
- To ensure continuous quality improvement through regular audits and feedback.

## Regulatory Compliance

We are fully registered with and regulated by the **Care Quality Commission (CQC)**. Our operations and policies are designed to meet or exceed the following:

- The Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.
- Care Act 2014.
- Mental Capacity Act 2005.
- Equality Act 2010.
- Human Rights Act 1998.

- General Data Protection Regulation (GDPR).

Care Quality Commission (CQC) Key Lines of Enquiry (KLOEs):

- Are services **Safe**?
- Are they **Effective**?
- Are they **Caring**?
- Are they **Responsive** to people's needs?
- Are they **Well-led**?

## Core Values

- **Person-centered care:** Care is based on individual preferences, communication styles, and cultural needs. Each service user is involved in designing and reviewing their care plan.
- **Empowerment and Choice:** Service users are encouraged to make informed choices and participate fully in their daily lives and community.
- **Dignity & Respect:** Staff treat all individuals with kindness, compassion, and respect at all times.
- **Communication and Understanding:** Staff use appropriate communication aids and techniques tailored to each individual's needs.
- **Safeguarding:** All staff are trained in identifying, reporting, and preventing abuse. Concerns are reported to the appropriate authority following our safeguarding procedures.

## Staff Competence and Training

We are committed to employing skilled, compassionate, and qualified care staff. All staff undergo:

- Enhanced DBS checks.
- Full induction training aligned with the Care Certificate.
- Regular **appraisals and competency assessments**.
- Ongoing training and supervision in areas such as:

    a) Learning disabilities
    b) Medication management
    c) Safeguarding adults
    d) Infection prevention and control
    e) Mental capacity and consent

## Risk Assessment & Health and Safety

Individual risk assessments are carried out for each service user, covering mobility, medication, behavioural needs, and environmental factors. Risks are reviewed and updated regularly.

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## Partnership Working

VCare Consultancy Services works collaboratively with:

- Service users and families.
- Advocates and social workers.
- Local authorities and NHS services.
- Other care providers, as required.

## Quality Assurance and Continuous Improvement

We constantly evaluate our service through:

- Regular audits and spot checks.
- Feedback from clients, families, and staff.
- Quality monitoring visits.
- Complaints analysis and lessons learned.
- Staff meetings and performance reviews.
- Compliance with local authority contracts and CQC inspections.

## Service User Commitment:

We pledge to:

- Develop personalised care plans based on individual needs and preferences.
- Promote independence and enable clients to remain in their own homes.
- Use safe, evidence-based care practices.
- Ensure service users and families are fully involved in their care.
- Offer support with medication, personal care, nutrition, and social needs.
- Protect service users from abuse, neglect, and unsafe care.

## Safeguarding and Duty of Candour

We have robust safeguarding policies to protect clients from abuse or neglect. All concerns are investigated and reported in accordance with local safeguarding boards.

VCare Consultancy Services Limited also follows the **Duty of Candour**, ensuring transparency, honesty, and openness when incidents occur.

## Confidentiality and Data Protection

All personal data is handled securely and confidentially in accordance with **UK GDPR** and **Data Protection Act 2018**. We always uphold the privacy and dignity of every service user and/or client.

## Complaints and Compliments

We welcome feedback. All complaints are taken seriously, investigated promptly, and used to improve our services. We also value and record compliments to recognise staff excellence.

## Equality, Diversity, and Inclusion

We promote an inclusive environment where no one is discriminated against based on race, gender, age, disability, religion, or sexual orientation. Care is tailored to the cultural and religious needs of individuals. (Please kindly refer to our company policy on Equality, Diversity, and Inclusion.)

## Policy Review

This policy is reviewed annually or earlier if required due to legislative changes, CQC guidance updates, or significant incidents.

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