



INVOLVEMENT POLICY & PROCEDURE

V1.0 November 2025

POLICY STATEMENT

ELCAP will always work to help people have individual lifestyles.

We will support people to meet their assessed needs, in the way that they want taking into account the guidance from the professionals who have assessed their needs.

We will ensure that any sensory needs of an individual informs the manner in which we communicate, approach and engage with the individual. This could include the use of augmented communication systems. We will liaise with any relevant professional to ensure we utilise best practice.

We will help the people we work for to develop their individual support.

We will consult with groups of service users about how ELCAP works.

PROCEDURES

This is what other people tell us we should do...

As a social service worker, you must protect and promote the rights and interests of people who use services and carers.

[SSSC Code of Practice for Social Service Workers, 1]

This is what we think we should do...

In ELCAP, we are person centred; our decisions and planning always reflect the individual's wishes and we are accountable to the individual and his or her family.

[ELCAP Board's Values Statement]

We can do this if;

- We listen to what people want and
- We are ready to change how we do things.

We know that if we keep working for people, they will let us know what they like and don't like. We also learned that we need to keep going back and checking what we can do better. We check things out by asking the people we work for and their carers what they feel about our work. We also asked them how often we should ask them.

Some people we work for have been elected onto the Board of ELCAP in the same way as other members of the Board. Some of the people we work for are members of ELCAP. Some people we work for and are members have joined the Advisory Council. The Advisory Council elects three people onto the Board and the Advisory Council tells the Board what the people we work for are thinking.

Every year we look at our Policies and Procedures [these are like the rules about how we work] and our plans. We check our Plans, Policies and Procedures so that we get better at including what the people who use our services have said.

Every two years we have an Open Space day or a similar consultative event when everybody who is interested in ELCAP can tell us what they think.

We help the people we work for to interview and pick staff.

We help the people we work for to supervise their team and to give staff appraisals.

We help the people we work for to train staff.

ELCAP Charter

ELCAP recognises that the people we work for have individual Rights and Responsibilities as citizens within their own communities.

ELCAP will listen and support the people we work for to use their Rights.



ELCAP supports people to be free and as independent as they can be.



Each person will be at the centre of any decision making about their life.

The people we work for [or their representative/s] will be involved in the recruitment and appointment of their support staff. They can train their staff and can supervise and give appraisals of their support staff.



Support provided will always be respectful, planned and always agreed with the person requiring support.

If support requirements and personal goals change, ELCAP staff will support that person to have their requirements reassessed and reviewed with the support of their care manager.