Person-Centred Care and Communication Plans Policy

Policy Management	
Policy Created: *November 2025*	Document Location: ☒ *Bee-Able CIC website* ☒ *Hard copy in red folder on top shelf of locked cabinet in office* ☒ *Electronic copy on OneDrive > Documents > Policies*
Date of Last Review: *November 2025*	
Date of Next Review: *November 2026*	
Responsibility: *Manager, Bee-Able CIC*	Name: *Sharon Senior*
Signed:	Date:

1. Purpose

To make sure every individual supported by Bee-Able CIC receives care that respects their unique needs, preferences, communication style, and sensory profile.

2. Scope

This policy applies to all staff, volunteers, and service users across all services within the organisation.

3. Key Principles

✅ Every person is treated as an individual with their own voice and choices.

✅ Plans are co-created with the service user, family, and professionals.

✅ Communication is adapted to suit each person's preferred method: verbal, visual, written, or assisted.

✅ Support reflects the "Right Support, Right Care, Right Culture" principles promoted by the CQC.

4. Person-Centred Planning

- Each service user has an Individual Support Plan (ISP) covering needs, strengths, risks, communication style, likes/dislikes, sensory preferences, and goals.
- Plans are reviewed regularly and updated after any significant change or review meeting.
- Plans are written in clear, accessible language and include visual prompts where needed.

5. Communication Support

- Bee-Able CIC staff receive training in accessible communication (plain English, Easy Read, symbols, visuals).
- Where people use alternative communication (PECS, Makaton, AAC devices), staff receive guidance or training from the family or specialists.
- Environmental adaptations (quiet zones, low-stim areas, visual timetables) are used when needed.

6. Sensory and Behavioural Support

- Staff recognise and respond to sensory needs, avoiding overload and promoting comfort.
- Behaviour is understood as communication; staff are trained to identify triggers and use calm, respectful responses.
- Individual behaviour support strategies are agreed and documented.

7. Plan Reviews and Monitoring

- Support plans are reviewed every six months or sooner if needs change.
- Feedback from service users, carers, and keyworkers informs each review.
- Any changes are recorded, signed, and shared with relevant staff.

8. Records and Confidentiality

All personal plans and communication profiles are stored securely and shared only on a need-to-know basis.

9. Monitoring and Review

We will review our practices regularly and this policy every year, or after any legal or regulatory change, or incident, to make sure it stays relevant and effective.