

<p>Status: Policy - overall statement of the position, intention and direction of the organisation anchored in the values and principles of the organisation</p>	<p>Policy No: BPH 01 Date Approved: August 09 Revision No 1 : June 2011 Review Date: June 2013</p>
<p>Title: Policy on Supporting People to Maintain Best Possible Health (BPH)</p>	
<p>Written by: Clinical Governance and Service Quality Team</p>	
<p>Approved by: CEO</p>	
<p>Cross Reference</p> <ul style="list-style-type: none"> • Clinical Policies and Procedures CLGO4; CLSPO5; ADLGO1-9; • National Quality Standards: Residential Services For People with Disabilities; HIQA (2009) • Moving and Handling Policy HSP/ANSS03 • Fire Safety Policy • Draft Policy and Procedures on A Person Centred Approach to Risk Management 	

1.0 Purpose of this document:

The purpose of this document is to describe the policy of Cheshire Ireland (CI) in relation to supporting people receiving a service to maintain their Best Possible Health.

2.0 Scope:

This policy is relevant to all service users, management and staff who have received training, information and guidance to support people around their health needs.

This policy meets the requirements of the National Quality Standards for Residential Services for People with Disabilities developed by the Health Information and Quality Authority (HIQA.) The policy is underpinned by the principles set out in the Centre for Quality and Leadership's (CQL) Quality Measures (2005).

3.0 Definitions:

Health

Health is a state of complete physical, mental and social well-being and not merely the absence of disease or infirmity (WHO, 1998).

Best Possible Health

Best Possible Health may be defined as physical, mental, emotional and social well being, with an emphasis on seeking best possible health rather than avoiding ill health (DHS, 2000). Best Possible Health is individually defined by each person receiving a service given his/her unique characteristics, life experiences and preferences (CQL, 2005).

4.0 Policy Statement

The Best Possible Health policy is part of an integrated person centred planning process which focuses specifically on identifying and addressing the health needs of people.

It is the policy of Cheshire Ireland that:

- All people who receive a service from Cheshire Ireland are supported to manage their own health. In certain circumstances where it is not possible for a person to manage their own health, Cheshire Ireland will provide support in line with a person centred approach.

The Best Possible Health process includes the following:

- the person defines his or her own Best Possible Health
- a health assessment is undertaken
- a Best Possible Health Plan is developed
- family members and supporters are part of the process where appropriate.

The Best Possible Health process will:

- support the person to access medical care and maintain a healthy lifestyle that will assist the person in accomplishing his/her goals.
- support the person to access relevant therapies (e.g. occupational, physical, speech, etc.) that support them in pursuit of his/her goals.
- ensure the person has access to specialised medical services when necessary (e.g. neurology, psychiatry, oncology, nutrition etc).
- ensure the person has regular examinations, to which he or she is entitled to, by health professionals (physical, dental, vision and hearing).
- ensure the person has access to information about their medication.
- consider the person's emotional and spiritual, as well as physical, health.
- ensure that due processes are put in place so that the person is not restricted from engaging in behaviour that is legal, even if it may be considered unhealthy.
- assist the person to research and learn about healthy lifestyle choices.
- look to the community to assist the person in learning about and accessing health care options
- be completed over a period of time, if the service user so desires.
- ensure that people receiving support from Cheshire Ireland are entitled to an annual health review and ongoing monitoring of their Best Possible Health Plan.
- ensure all information regarding a person's health will be managed confidentially and with respect for the dignity and privacy of the person.
- ensure all information gathered will belong to the person being supported. The person will retain possession of his/her personal Best Possible Health Plan. Its content is only shared with support staff, other professionals, family and friends in accordance with the person's wishes and informed consent.
- ensure the person's choices regarding medical/health emergencies and end of life care are discussed and documented in the Best Possible Health Plan and implemented in accordance with their wishes.
- ensure that if staff have a concern about a person's health, well being or the person is in pain, staff must raise their concerns with the person, assist the person to access appropriate health treatment at the earliest opportunity, and raise their concerns with the Service Manager.

- ensure that when an emergency or crisis situations occurs for a person, staff must assist the person to access appropriate healthcare as soon as possible and report the emergency to their Service Manager and the Clinical Governance Manager in Central Office.

5.0 Policy in relation to specific responsibilities

5.1 Cheshire Ireland Central Office

- Cheshire Ireland is responsible for ensuring that all staff involved in the administration of the Best Possible Health process receive appropriate training, supervision and support.
- It is the responsibility of Regional Managers to review and monitor the implementation of the Best Possible Health approach and that it meets requirements of legislation, regulations and good practice.

5.2 Service Manager

It is the responsibility of the Service Manager to:

- ensure that a copy of the Best Possible Health documents are made available to all relevant staff, service users and family members.
- ensure staff is familiar with this policy and to monitor compliance with it.
- assist the person to appoint the key worker i.e. Nurse or Senior Care Worker whose primary responsibility is to undertake the Best Possible Health assessment and help the person to develop his/her Best Possible Health Plan and oversee its implementation.
- ensure that the general health of the person is monitored.
- ensure that all staff sign the policy read and understood sheet in their area and are competent in the use of the Best Possible Health approach.
- ensure that relevant staff in the Service carrying out the Best Possible Health assessment and planning processes, receive training as necessary.
- ensure that all staff, personal assistants and advocates adhere to the Best Possible Health policy and plan and monitor the implementation of the plan.

5.3 Care Staff

- It is the responsibility of:
- all trained staff to be familiar with and adhere to this policy.
- all trained staff to ensure each action is completed and follow up with appropriate clinical, social, environmental response.
- Cheshire Ireland staff to assist people to maintain their health on a daily basis, assist people be aware of their own state of health and to make appropriate health services appointments as required.
- Cheshire Ireland staff who have concerns about a persons' health and/or well being to raise their concerns with the person, assist the person to access appropriate health treatment at the earliest opportunity, and if necessary raise their concerns with the Service Manager.

- relevant staff to notify the Service Manager if they are not comfortable or competent with aspects of the Best Possible Health assessment and if they require updates or extra training in relevant areas.

6.0 Audit

An annual peer audit of the implementation of the Best Possible Health Plans will be undertaken. This will be done in a confidential manner with the prior consent of the person.

7.0 References

- Council on Quality and Leadership (CQL), Quality Measures 2005
- Clinical procedure and Guidelines DLGO1-9. CLG0
- Department of Human Services, Victoria (2000) Disability Services Health Care Policy
- Health Information and Quality Authority,(HIQA) (2009) National Quality Standards for Residential Services for People with Disabilities.
- World Health Organisation (1998)