

October 17, 2019

**POLICY STATEMENT**

All policies must be available to service users and as this policy relates to sensitive matters it is important that it can be seen, read and understood without the need for further explanation. The policy should therefore be written in terms comprehensive to the general public as well as to people familiar with the terminology of domiciliary care. This document outlines the policy of Homecare D & D Ltd in relation to the religion and beliefs of service users.

**OUR OBJECTIVE**

Homecare D & D Ltd believes that every service user has the right to freedom of religion and belief and that this includes opportunities and facilities to practice their religion as long as such practice is not offensive to others.

We will do everything possible to ensure that the way in which our service is delivered does nothing to comprise this right.

**PROCEDURE**

1. We will ensure that the information about the agency, which we provide to prospective service users, informs them of their rights in respect of their religion and beliefs and of what help we can provide to further that right. We recognise that for some ethnic minorities, religion is inescapably linked with culture and sometimes with language, so we will make every effort to ensure that this information is accessible, comprehensive and expressed sympathetically.
2. In the course of making or considering the assessment of the needs of a prospective service user, we will seek and record information regarding their religious needs so that we can give assurances that our care workers will be able to respond appropriately when they provide care in the person's home.
3. If we honestly feel that we would not be able to provide appropriate care because of a prospective service user's religious needs, we will advise the person and, if necessary, their care manager, relatives and representatives, accordingly.
4. In each service user's plan of care we will in collaboration with the service user set out what involvement if any the agency expects to have in relation to the service user's religious needs.
5. We will brief all relevant care staff on each service user's religious needs and ensure that they understand the undertaking which the agency has given and take all necessary steps to fulfil these elements of the care plan.
6. We recognise that contacts with places of worship and fellow believers are for many service users an important element of their continued integration with the community and well-being, and if asked to do so we will take steps to make such continued contacts possible and meaningful.

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7. The staff who visit a service user's home will respect the necessary space and privacy which the service user need to engage in personal religious practice such as prayer, worship, meditation or the reading of scriptures if and when they wish to.
8. If staff are involved with food preparation they will make every effort to observe any dietary requirements, which are based on a resident's religious beliefs and take account of any special requirement of service user in relation to festivals and anniversaries related to their faith.
9. We acknowledge that at the time of dying and death religious belief and practice may assume a particular significance. If our workers are involved at such times we will try to observe any requests for special treatment, ritual or family community contacts which are requested, for service users close to death and after and for their friends and relatives.
10. We recognise that for some people the expression of personal and spiritual values takes forms outside a structure of religious belief and practice, and such instances we will do everything possible to facilitate that expression in ways appropriate to individuals in order to make possible their maximum personal fulfilment.
11. We know that some people with severe disabilities, communication difficulties, mental disorders or terminal illness retain a sense of the importance of their personal faith – we will respect and try to respond to this need in any appropriate way.
12. We will take vigorous steps to ensure that no service is the subject of discrimination because of their religious beliefs or practices. A lack of respect for religious needs on the part of any member of staff will be the subject of disciplinary action.
13. We will seek in the makeup of the staff group to reflect the diversity of faiths and cultures among service users and in the local community as a way of helping our service users to feel accepted and respected. We will not discriminate on grounds of religion against applicants for posts in the agency, and we will attempt to accommodate staff whose personal religious beliefs require them to be away from work from certain times or on specified days.
14. All staff members will be given a copy of this policy and encouraged to read it during induction. If any new service user presents religious needs with which staff are not familiar, we will take steps to ensure that the relevant staff receive appropriate briefing and training in order to provide good care in this regard.
15. We see our efforts to promote appropriate responses to service user's religious needs as part of all our efforts to provide each service user with as fulfilling and participative a lifestyle as is possible according to their personal preferences, needs and choices.

## **TRAINING**

All staff will receive training in meeting the religious beliefs of our service users through induction training and gaining a qualification in the National Occupational Standards and attending relevant updates as required.