

Relationships Policy

1. PURPOSE

This policy sets out the values, principles and policies underpinning Walsingham Support's approach to supporting the social life, personal and family relationships of the people we support.

2. SCOPE

This policy applies where we support individuals with their social life and relationships.

3. POLICY STATEMENT

Walsingham Support believes that the people we support should expect their quality of life to be enhanced by using our support services and by the provision of an environment which supports their friendships, family relationships and social capacity. We aim to fully comply with the Care Quality Commission's *Fundamental Standards*, and the *National Minimum Standards for Domiciliary Care Agencies in Wales*.

4. POLICY DETAILS

4.1 Social contacts and relationships

Walsingham Support believes that having social contacts and developing and maintaining personal, intimate and family relationships, is a crucial part of living a fulfilled and healthy life. We will do our best to provide ample opportunities for the people we support to meet and seek friendship and pleasure in social contacts and in the company of their friends and relatives. It is Walsingham Support's policy to:

- Support individuals to maintain their family links and existing friendships.
- Encourage and support individuals to have opportunities to meet people and make friends.
- Support individuals to join activities and groups in the local community if they so wish.

4.2 Involvement of family and friends

The involvement of family, representatives and friends of the people we support in needs assessment, support planning and daily routines and activities will be actively encouraged, subject to the agreement of people we support or in cases where they may lack capacity (see the [Support Planning Policy](#) and the [Referral and Assessment Policy](#)). Where a person we support has been assessed to lack capacity to make a decision for themselves, family and friends may be involved in best interest meetings when they have an interest or role in the decision to be made (see the [Mental Capacity Act Policy](#)).

The feedback and involvement of family members and/or representatives is encouraged and welcomed through our Family Member Groups, annual feedback surveys and feedback at any time (see the [Feedback Policy](#)).

4.3 Visitors

The people we support will be able to choose which visitors they see and when. All visits will be encouraged and welcomed at any reasonable time of the day, unless they represent anti-social behaviour or disturb other people we support, or the individual concerned requests the visits to be prevented or stopped. In such a case, a suitable note must be entered in the individual's notes.

Where applicable:

- The people we support will be able to see visitors in their rooms and in private if they wish.
- All private rooms should be equipped with chairs and tables for individuals to entertain visitors in comfort and individuals will have access to coffee and tea-making equipment or facilities for making suitable refreshments for guests.
- Visitors must respect the organisation's health & safety and smoking policies at all times (see the [Visitors Policy](#) and the [Smoking Policy](#) for further guidance).

4.4 Safeguarding people we support

Staff who suspect that a specific visit or visitor is disturbing or unsettling a particular individual, or where they may suspect that an abusive or inappropriate relationship is developing, will report this to a responsible person or to management immediately (see the [Safeguarding Policy](#)).

4.5 Intimate personal relationships

We believe that individuals should be able to develop and maintain intimate personal relationships with people of their choice (see the [Human Rights and Diversity Policy](#) for further guidance).

5. ROLES AND RESPONSIBILITIES

Locality Managers are responsible for:

- Ensuring the implementation of this policy where we support individuals with relationships.
- Providing guidance and support to support teams in regards to supporting relationships.

All support teams are responsible for the implementation of this policy.

6. MONITORING, EVALUATION AND REVIEW

This policy is audited:

- Under Standards 1 and 7 of Walsingham's Quality Standards.
- Care Quality Commission (CQC) Fundamental Standards
- Care and Social Services Inspectorate Wales (CSSIW).
- Local authorities for contract compliance.

This policy will be reviewed annually and updated where necessary, in light of outcomes shown in monitoring and evaluation.

7. ASSOCIATED DOCUMENTS

This policy should be read in conjunction with:

Policy	
Advocacy Policy	Safeguarding Policy
Human Rights and Diversity Policy	Smoking Policy
Mental Capacity Act Policy	Support Planning Policy
Risk Enablement Policy	Visitors Policy

8. REFERENCES AND RELATED LEGISLATION

[Care Quality Commission, Fundamental Standards](#)

[Care and Social Services Inspectorate Wales, National Minimum Standards for Domiciliary Care Agencies in Wales](#)