



YOWSUN CARE PARTNERSHIP WORKING POLICY

Partnership Working Policy

Introduction

This policy outlines how Yowsun Care works with its service users, staff members, Local authorities and other agencies, in the interest of its service users to ensure collaboration and cooperation for the safety, health and wellbeing of its service users and staff members.

Policy Statement

Yowsun Care accepts that to provide the highest standard of care for the people who use our services, it is vital to work in partnership with other professionals and services. We are committed to achieving the standards set out in the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

Yowsun Care recognises that it must reflect the quality statements produced by the CQC to form the basis for our assessment framework. We adhere to the Multi-Agency Adult Safeguarding policy and procedures wherever we operate, including the London multi agency safeguarding policy and procedures as well as working in alliance with other Safeguarding boards across other regions where we operate.

Our aim is for every individual we support to have the opportunity to achieve the best possible outcomes and quality of life.

Below are the principles that are most relevant to our approach to partnership working:

Safe systems, pathways and transitions: We work with people and our partners to establish and maintain safe systems of care, in which safety is managed, monitored and assured. We ensure continuity of care, including when people move between different services.

How staff, teams and services work together: We work effectively across teams and services to support people. We make sure that our service users are well known to us, by understanding their stories and situations and making the most of information, as available to us, by carrying out an assessment of their needs when they move over to us, and regularly so, afterwards.

Partnerships and communities: We understand our duty to collaborate and work in partnership, so our services work seamlessly for people. We share information and learning with partners and collaborate for improvement.

This policy should be read in relation to the corresponding policy on Sharing Information with Other Partners and Agencies (GDPR Policy, Confidentiality Policy, Access to Information policy).

Yowsun Care understands that to comply with this regulation we need to:

work closely with other services that are also involved in providing care, treatment and support to the people who use our services, and that may have a shared responsibility with us for them; notably GP, hospital and other medical services and adult care services, but also other community services, and the safeguarding authority where required.

share and exchange information with such other services that enables the people who use our services to obtain the services they need in timely, seamless ways that minimise disruption to their lives and any distress they might experience.

make sure that when obtaining or passing on relevant information to other services our policies on consent, confidentiality, data protection and the sharing of information (which is based on the “need-to-know” principle) are all followed.

work closely with other services and previously agreed protocols when emergency situations arise such as outbreaks of fire and infectious illnesses.

support people to access other health and social care services that they need.

Key Procedures

Admission

Yowsun Care makes sure that there is adequate information on all new people from the services previously involved so that it can assess and meet their needs in a timely manner to establish consistent and continuous care.

When preparing to receive a new person from another service, Yowsun Care appoints named staff members to act as points of contact to receive and process necessary information and documentation and co-ordinate the whole admission process.

The named staff members (or key workers) act as link workers with other external services involved to make sure that the new person’s needs are fully addressed and met.

Transfer

When someone moves from our service temporarily or permanently to another service, or when another organisation becomes involved, Yowsun Care appoints a named staff member to collate and pass on all the information and documentation needed by the receiving service to carry out their care, treatment and support. This will include any advance directives that the person might have drawn up.

The named staff member will continue to act as a link person to provide any further information and help that the other service requires and to support the individual in the transition to the other service and back again to the service if they return, eg after discharge from hospital.

Staff will continue to work with other services to secure the best outcomes for the individual whose care is shared with other services.

Emergencies

Yowsun Care has policies and procedures for summoning help for a person in an emergency.

It instructs staff who are involved in summoning help or assisting to address the emergency to make sure that any receiving services, eg paramedics, have all the information they need to carry out their work on behalf of the person who uses the services and that this information is passed on to any other service, eg Accident and Emergency, in line with their requirements.

Depending on the circumstances requiring emergency help, a senior staff member is responsible for the collection and collation of the information and documentation that needs to be passed on. If applicable, the person’s key worker could also take on or take over that role.

Staff members are instructed to give the receiving services every help that they need to make sure that the person is safe, and their needs are being fully met.

Supporting people to access other services

Yowsun Care records on individuals' care plans both their needs for additional services and the help it provides in obtaining and accessing them in line with their wishes and preferences.

The service always supports the person to obtain full benefit and value from these services.

Safeguarding

When a safeguarding alert is raised, Yowsun Care will co-operate fully with the safeguarding authority in the enquiries made and following actions, including the sharing of all relevant information. The service will ensure that the person receiving care or their lawful representative's consent is obtained to the process.

Training

Staff training is carried out in relation to all aspects of this policy. All training, including induction training, is in line with the guidance and standards produced by the relevant social and healthcare workforce development organisations.

Title:	Working in Partnership Policy	Page:	
Issue date:	September 2023	Version no:	1
Review date:	August 2024		