

CC45 - Eaglesvale Care Errand Shopping Policy

1. Eaglesvale Care will support and promote the independence and wellbeing of all Service Users. Eaglesvale Care understands the importance of either continuing with or taking up everyday experiences which form an important meaningful activity for many Service Users.
2. As such, Eaglesvale Care will ensure that it is able to provide the support (and continue to improve that support) for Service Users to shop, whether for necessary items or for pleasure.
3. All Service Users will be supported to undertake personal shopping in a variety of environments and forms, in line with their individual strengths, needs and wishes where this is part of the agreed Care Plan.
4. All Service Users will be supported and provided with accessible, relevant information to make their own decisions around shopping, and safety when shopping.
5. Where a Service User is assessed as not having the capacity to making a decision/decisions relating to shopping, a decision will be made in their best interest, in accordance with the Mental Capacity Act 2005.
6. This policy is the responsibility of Ellen Nyatsanza, who will ensure that the relevant staff have access to it as well as a working knowledge of it.
7. During times of uncertainty, such as the coronavirus pandemic, Eaglesvale Care will continue to support Service User's with their personal shopping, whilst adhering to current government guidelines. For further information on the latest guidelines, staff can refer to the COVID-19 Hub of the QCS management system.