

London Housing Trust Client involvement Policy

London Housing Trust aims to include and empower clients in all aspects of their stay here, through individual and group approaches. This is done to encourage confidence, self awareness and raise self esteem and to develop a positive attitude towards identity.

The ways in which we do this are listed below:

Services

- Client assessments are completed within 1 week of the client's admission, the clients meet on a weekly basis with the Assessment worker for this time period to compile a case history, support plan and risk assessment, all of this information come from the client.
- Key working is a fortnightly one to one session with the client and their designated key worker used by the clients to explore their **own** issues.
- Support Plans are drawn up with the client during the assessment period, the support plan addresses issues and areas of support identified by the client and the assessment worker, the support plan also identifies what actions will be taken and by whom within a certain time period this is all agreed by the client and the assessment worker together.
- Reviews, the first review is within 6 weeks of clients admission this review is written up by the Assessment worker once the review is finalised the client and assessment worker will sit down and go through the report there is a section in the report for client comments. After the first review clients are allocated a key worker and they complete follow up reviews.
- Informal time made each day for clients to talk over individual/community issues with staff/ manager, this usually takes place in the snooker room.

Additional Service Users Participation

- The service users participate in the general up keeping and appearance of the projects, clients also volunteer to monitor the kitchens to make sure they stay clean and tidy this is done on a 4 week rota and then the volunteers are changed, they also help to maintain the large garden and pond on a voluntary basis.
- The service users can be elected House Representative or apply for Board Membership
- The Residents play a huge role in helping the staff organise coffee mornings and open days to promote the project, they also help with the preparation for holidays such as Christmas and Easter by hanging decorations, helping to prepare Christmas lunch ect.

Protection from abuse

- Protection from abuse committee, an elected client representative sits on the committee and is an advocate for the whole resident group.
- There are Protection from abuse flow charts placed on the notice boards so if a client feels that they are being abused they can see how to go about making a complaint.
- Suggestion box, for clients to make suggestions on any aspect of the running of the project.
- Client volunteers are involved in reviewing existing policies.
- House meetings are carried out every week and they are an open forum for residents to express how they feel about the environment and community they live in. **All** policies are passed through the house meeting before that are accepted. New working procedures are also discussed in the house meeting before they are implemented.

Health and Safety

- Health and Safety advice/training (including a video to all clients to view).
- Health and Safety committee, 2 elected client representatives sit on the committee.
- Representatives to be involved in all risk assessment related to the building and activities.
- Maintenance, clients can and do report maintenance issues that are recorded in the maintenance book.
- House meeting, this is also a forum to explore issues of this nature.