

Statement: Health Welfare of People Using the Service

Policy Number 20



Your care, Our passion

Vista Care Solutions (VCS) will protect the health and welfare of the people using its service by:

- ensuring that service users experience effective, safe and appropriate care, treatment and support that meet their needs and protects their rights.

VCS will reduce the risk of people receiving unsafe or inappropriate care treatment and support by:

- assessing the needs of people who use the service
- planning and delivering care, treatment and support so that people are safe, their welfare is protected and their needs are met
- take into account recent published research and guidance
- make reasonable adjustments to reflect people's needs, values and diversity
- have arrangements for dealing with foreseeable emergencies.

END OF POLICY