

TITLE	Health and Wellbeing Policy		
Policy ref:	C012P	Approval date	July 26
Owner	Customer Operations Director	Planned review date	July 29 (3 years from above)
Approved by	Executive Leadership Team		

1 Background	Abbeyfield Living Society is committed to supporting individuals to achieve and maintain the highest possible standards of health, wellbeing and quality of life. This includes ensuring that all care and support relating to physical health, clinical needs and day-to-day wellbeing is delivered safely, effectively and in a person-centred way. This policy sets out the overarching principles and expectations for the assessment, monitoring and management of health and wellbeing across all services. It provides a framework through which staff are supported to deliver safe care, recognise changes in individuals' conditions, and respond appropriately in collaboration with healthcare professionals.
2 Objectives	The aims of this policy are to ensure that: • Individuals receive safe, effective and person-centred care that supports their physical health and wellbeing • Health needs are assessed, monitored and responded to in a timely and appropriate manner • Risks relating to health and wellbeing are identified, reduced and managed effectively • Staff understand their role in supporting health needs, including when to escalate concerns • Care is delivered in line with best practice, professional guidance and regulatory requirements • Records are maintained accurately within the organisation's care planning system • Abbeyfield maintains strong clinical governance, oversight and continuous improvement
3 Scope	This policy applies to:

	- All Abbeyfield Living Society care homes and extra care services It applies to: - All staff, including permanent, temporary and agency staff, and volunteers The level of clinical support and intervention will vary depending on the service type; however, all staff have a responsibility to support individuals' health and wellbeing within the scope of their role.
4 Policy	4.1 Person-Centred Health and Wellbeing Abbeyfield will ensure that all care relating to health and wellbeing is delivered in a way that reflects the individual's needs, preferences, choices and goals. Care must take account of the person's physical health, mental wellbeing, cultural and religious beliefs, and any expressed wishes about how support is delivered. Health and wellbeing support must be holistic, recognising that physical health, emotional wellbeing and quality of life are interdependent. Individuals must be supported to maintain independence wherever possible while being protected from avoidable harm. This includes supporting individuals with personal care needs such as oral health and ensuring that care is delivered in a way that promotes comfort, dignity and overall wellbeing. 4.2 Assessment and Monitoring Abbeyfield will ensure that individuals' health needs are assessed on admission and reviewed regularly, or sooner where there is a change in condition. This includes structured assessment of key areas such as: - Nutrition and hydration - Skin integrity and pressure care - Continence - Pain - Oral Health - General health observations In addition, staff must remain alert to risks associated with eating, drinking and swallowing, including the potential for choking. Where concerns are identified, appropriate assessment, monitoring and escalation must be undertaken in line with professional guidance. 4.3 Risk Management and Prevention

	The organisation will take a proactive approach to identifying and managing risks associated with health and wellbeing. This includes the prevention and management of conditions such as malnutrition, dehydration, pressure ulcers, unmanaged pain, poor oral health and deterioration in physical health. Particular attention must be given to risks associated with eating, drinking and swallowing, including choking. Staff must ensure that individuals are supported safely and appropriately, taking account of any assessed needs or guidance from healthcare professionals such as speech and language therapists. Risk management approaches must be evidence-based, proportionate and clearly documented. Care plans must reflect identified risks and the interventions required to reduce or manage those risks. 4.4 Clinical Decision-Making and Escalation Staff must work within the limits of their role, competence and training when supporting individuals' health needs. Where there are concerns about an individual's health or wellbeing, these must be escalated promptly to an appropriate person, such as a senior staff member, Registered Manager or external healthcare professional. Abbeyfield will ensure that appropriate systems are in place to support escalation, including access to GPs, community health services and emergency services where required. Decisions must be based on professional judgement, available information and the best interests of the individual. 4.5 Partnership Working Abbeyfield recognises the importance of working collaboratively with healthcare professionals, families and other agencies to support individuals' health and wellbeing. Staff must cooperate with external professionals, including GPs, district nurses, dietitians and other specialists, ensuring that information is shared appropriately and care is coordinated effectively. Families and representatives should be involved in care decisions where appropriate and in line with the individual's wishes and consent. 4.6 Recording and Documentation Accurate, timely and contemporaneous record-keeping is essential to ensure safe and effective care. Abbeyfield will ensure that all information relating to health and wellbeing is recorded within the organisation's approved care planning system. Records must:
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	• Reflect assessments, care provided and changes in condition • Be clear, factual and attributable • Support continuity of care and clinical decision-making Failure to maintain accurate records may compromise care and will be addressed through governance processes. 4.7 Governance, Quality Assurance and Learning Abbeyfield will maintain effective systems of clinical governance to ensure that care relating to health and wellbeing is safe, effective and continuously improving. This includes: • Monitoring compliance with policy and procedures • Reviewing incidents, trends and outcomes • Undertaking audits and quality assurance activities • Identifying and sharing learning across services The organisation will ensure that staff are supported through training, supervision and access to guidance to deliver high-quality care.
5 Finance, Value for Money & Social Value	This policy supports the delivery of effective and preventative care, helping to reduce avoidable harm, hospital admissions and resource use. By promoting early identification and management of health needs, Abbeyfield contributes to improved outcomes, better use of resources and enhanced wellbeing for individuals.
6 Linked policies	Person-Centred Care and Support Policy Event of Death Policy Safeguarding Adults Policy Medication Management Policy Infection Prevention and Control Policy
7 Relevant Legislation / Regulation	Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 ○ Regulation 9: Person-centred Care ○ Regulation 12: Safe Care and Treatment ○ Regulation 17: Good Governance
8 Guidance	

Policy

	NICE Guidance – relevant clinical standards CQC Fundamental Standards Professional clinical guidance (e.g. wound care, nutrition, hydration)
9 Review	Every 3 years, or earlier where there are changes to legislation, regulation or best practice.
10 Procedure(s) 10.1 10.2 10.3 10.4 10.5 10.6	Supporting Nutrition and Hydration SOP Supporting Safe Eating, Drinking and Choking Risk SOP Supporting Oral Health and Mouth Care SOP Supporting Continence Needs SOP Supporting Pain Recognition and Management SOP Supporting Skin Integrity and Pressure Care SOP
11 Process Map(s)	N/A

Version	Purpose/change	Resident Panel Involvement	Author	Date
1.0	New policy developed to establish a framework for the assessment, monitoring and management of health and wellbeing. Sets out person-centred principles, risk management, clinical escalation, partnership working and governance requirements, with alignment to regulatory standards and supporting SOPs.	TBC	H Gilbert	May 2026