
Accessible Professional Advice Policy



July 2010

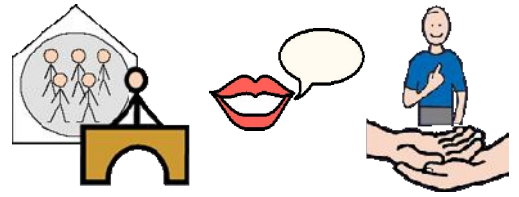
This accessible policy has been produced to assist the people we support to understand our policy framework within the context and best practice of inclusive communication. This accessible policy is not a substitute for the full policy document and therefore staff and managers must make themselves familiar with the full policy document.

The complete policy statement can be found within the Professional Advice Policy document available from the Admin Team at the Consortium Office.

'Community Lives Consortium is regulated as a Domiciliary Care Agency by the Care and Social Services Inspectorate Wales'

Aim

The staff and Managers of The Consortium are sometimes asked to give advice or opinions about the people we support.



We are asked to do this because we are professionals who often know the people we support very well.

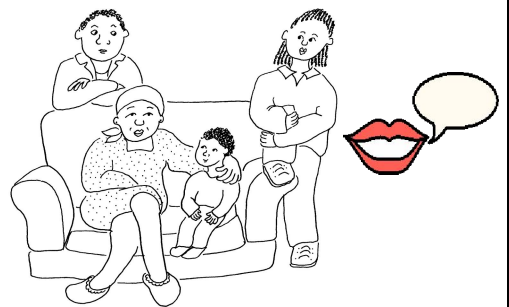


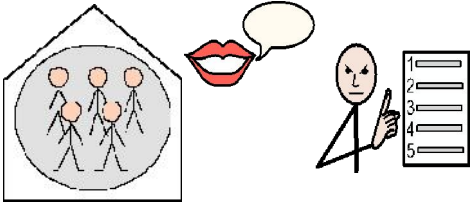

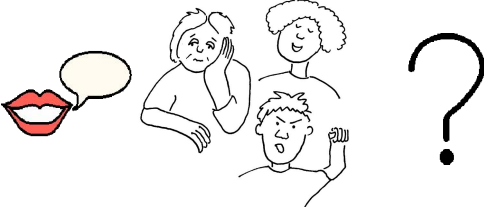

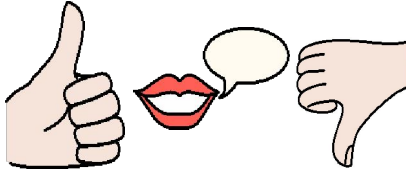
Guidance

The law says that any advice or opinions we give must be in the best interests of the person we are talking about. This is very important when the people we are talking about can not speak up for themselves.



We will also pass on family views even if they are not in the best interests of the people we support, it is important that The Consortium does not try to hide any information that must be given.



<p>When any of the people that work for us are asked to give advice they must do these things:</p>	
<ul style="list-style-type: none"> • Make sure that advice or opinion is based on fact. 	
<ul style="list-style-type: none"> • Tell people about what the person or the family want even if we don't agree. 	
<ul style="list-style-type: none"> • Don't let what people look like or their age get in the way of best interest. 	
<ul style="list-style-type: none"> • Offer the good and bad points about any advice you give. 	
<p>If you are not sure, say so and don't be afraid to say you can't give any advice.</p>	