

## CC38 - Mobility Policy and Procedure

Category: Care Management Sub-category: Care Practice



**Review Date:** 14/05/18 **Policy Last Amended:** 14/05/18

**Next planned review in 12 months, or sooner as required.**

**Note:** The full policy change history is available in your online management system.

Business Impact:	Low	Medium	High	Critical
		X		

Changes are important, but urgent implementation is not required, incorporate into your existing workflow.

Reason for this review:	Scheduled review
Were changes made?	Yes
Summary:	Policy reviewed and converted to the new QCS format. Emphasis placed on supporting independence and physical activity as well as mobilisation. This policy now dovetails with the Moving and Handling Policy and Procedure and the Falls Management Policy and Procedure. There is reference to the Care Act in relation to the promotion of wellbeing.
Relevant Legislation:	<ul style="list-style-type: none"><li>The Care Act 2014</li><li>Equality Act 2010</li><li>Equality Act 2010: Chapter 1 (Protected Characteristics) Chapter 2 (Prohibited Conduct) and Chapter 3 (Services and Public Functions)</li><li>The Health and Social Care Act 2008 (Regulated Activities) Regulations 2014</li><li>Health and Safety at Work etc. Act 1974</li></ul>
Underpinning Knowledge - What have we used to ensure that the policy is current:	<ul style="list-style-type: none"><li>Age UK, (2018), <i>Preventing Falls Strength and balance exercises for healthy ageing</i>. [Online] Available from: <a href="https://www.ageuk.org.uk/Documents/EN-GB/strength_and_balance_training_PDF.pdf?dtrk=true">https://www.ageuk.org.uk/Documents/EN-GB/strength_and_balance_training_PDF.pdf?dtrk=true</a> [Accessed: 09/05/2018]</li></ul>
Suggested action:	<ul style="list-style-type: none"><li>Encourage sharing the policy through the use of the QCS App</li><li>Ensure the policy is discussed in planned supervision sessions with relevant staff</li></ul>

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### 1. Purpose

**1.1** To promote optimum physical health and independence of movement for all Service Users.

**1.2** This policy dovetails with the principles of practice in the following:

- Falls Management Policy and Procedure
- Moving and Handling Policy and Procedure
- Double Up Home Care Policy and Procedure

**1.3** To support Eleven Sisters Community Support Services Ltd in meeting the following Key Lines of Enquiry:

Key Question	Key Line of Enquiry (KLOE)
SAFE	S2: How are risks to people assessed and their safety monitored and managed so they are supported to stay safe and their freedom is respected?
EFFECTIVE	E5: How are people supported to live healthier lives, have access to healthcare services and receive ongoing healthcare support?
RESPONSIVE	R1: How do people receive personalised care that is responsive to their needs?
WELL-LED	W2: Does the governance framework ensure that responsibilities are clear and that quality performance, risks and regulatory requirements are understood and managed?

**1.4** To meet the legal requirements of the regulated activities that Eleven Sisters Community Support Services Ltd is registered to provide:

- The Care Act 2014
- Equality Act 2010
- Equality Act 2010: Chapter 1 (Protected Characteristics) Chapter 2 (Prohibited Conduct) and Chapter 3 (Services and Public Functions)
- The Health and Social Care Act 2008 (Regulated Activities) Regulations 2014
- Health and Safety at Work etc. Act 1974

### 2. Scope

**2.1** The following roles may be affected by this policy:

- All staff

**2.2** The following people may be affected by this policy:

- Service Users

**2.3** The following stakeholders may be affected by this policy:

- Family
- External health professionals
- Commissioners
- NHS

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### 3. Objectives

- 3.1** This policy aims to raise awareness of the benefits of physical activity for Service Users and to support an enabling way of working.
- 3.2** To signpost staff to educational materials and resources that will help to promote physical activity.
- 3.3** To remove barriers around risk management and promote a culture of positive risk taking that encompasses Service User individuality, control and choice.

### 4. Policy

- 4.1** All Care Plans will reflect the need for Service Users to be independent in movement as much as possible. Attention will be given to Care that promotes good posture and health to minimise avoidable physical and mental deterioration.
- 4.2** Eleven Sisters Community Support Services Ltd will promote a culture of managing risk positively which includes involving everybody working together to achieve positive outcomes.
- 4.3** Eleven Sisters Community Support Services Ltd will adhere to the Care Act 2014 by a means of adopting preventative approaches to promoting independence and wellbeing.

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### ●→ 5. Procedure

#### 5.1 Risk Assessment

Risk assessments to support full independent mobility, as far as possible, will be in place for all Service Users. Staff should refer to the moving and handling documentation.

Assessment of physical ability to stand, transfer and move will be made by suitably qualified, trained and experienced staff.

When supporting Service Users with mobility, staff will ensure dignity is maintained and assistance is provided to ensure safe support whilst encouraging independence.

Where risks cannot be minimised or where Service Users need further input to continue to be as independent as possible, staff will refer to specialist healthcare professionals for guidance and support in a timely manner.

#### 5.2 Care Plan

Care Plans will show the appropriate safe management of mobility for every Service User.

For Service Users who can mobilise independently, Care Plans should reflect the need to maintain good levels of physical activity to promote healthy lifestyles.

For Service Users who cannot mobilise independently, Care Plans should identify where referral to other members of the multidisciplinary team have been made and any recommended actions or activities that are required.

Staff should consider preferred and optimum times that the Service User is able to mobilise and ensure that any medication requirements are considered.

#### 5.3 Building Mobility into Daily Activity

The following practices should be considered to promote increased opportunities for Service Users:

- Staff are referred to the available resources and can signpost the Service User to any local physical activity opportunities within their local community
- Staff are trained to provide Care in an enabling way that focusses on outcomes and easily achievable goals

#### 5.4 Equipment

All equipment to support mobility will be maintained in a clean, safe and usable condition. All damage to equipment will be immediately reported and addressed. The equipment will not be used and will be removed until it is repaired or replaced. All equipment for individual use will be used solely for the specific Service User.

#### 5.5 Audit and Review

Eleven Sisters Community Support Services Ltd will seek feedback from Service Users and/or their family members in relation to the promotion of mobility and how this can be improved. Feedback should include information about community involvement, environmental considerations, positive risk management and staff attitudes.

Observation of care practice should form part of the suite of quality assurance measures overseen by Mrs Esther Erikefe Mensah and feedback should be provided to staff at Eleven Sisters Community Support Services Ltd.

#### 5.6 Training and Education

All staff, as part of their core induction, will receive training to work with Service Users in a person-centred, outcome-focused way to promote independence programmes.

Staff will be trained with safe mobilising practices and have access to a range of resources and guidance for maintaining physical health.

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### 6. Definitions

#### 6.1 Positive Risk Taking

- Managing risk positively is weighing up the potential benefits and harms of exercising one's choice of actions over another, identifying the potential risks involved, and developing plans and actions that reflect the positive potential and stated priorities of the Service User

#### 6.2 Wellbeing

- Wellbeing is a broad term but is defined by the Care Act 2014 in the following areas:

Personal dignity (including treatment of the individual with respect)  
Physical and mental health and emotional wellbeing  
Protection from abuse and neglect  
Control by the individual over their day to day life (including over care and support provided and the way they are provided)  
Participation in work, education, training or recreation  
Individual contribution to society

### Key Facts - Professionals

Professionals providing this service should be aware of the following:

- Independence is key to ensuring happiness and quality of life. Therefore, staff have a duty to ensure independence is encouraged as much as possible, in all aspects of life and daily activity
- Promoting activity, good posture and Service User mobility relieves pressure which reduces the risk of pressure sores, improves circulation and mental health
- Increasing physical activity levels in the population will help prevent or manage over 20 conditions and diseases. This includes coronary heart disease, diabetes, some cancers and obesity
- Staff should provide opportunities for Service Users to increase their physical activity, recognising that even those with limited mobility can take part in activities and that there are many resources available to support them with this

### Key Facts - People Affected by The Service

People affected by this service should be aware of the following:

- Service Users will be supported to be as independent as possible in all aspects of daily life
- If you wish, Eleven Sisters Community Support Services Ltd will support you to access activities to promote physical activity
- Eleven Sisters Community Support Services Ltd will ensure that you have staff who are trained to understand the importance of promoting independence and working in an enabling way

### Further Reading

There is no further reading for this policy, but we recommend the 'Underpinning Knowledge' section of the review sheet to increase your knowledge and understanding.

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To be outstanding in this policy area you could provide evidence that:

- The Care Plans and risk assessments in place promote positive risk taking
- Records confirm that equipment is well maintained and staff respond in a timely manner to seeking further support and guidance from specialist healthcare professionals
- Eleven Sisters Community Support Services Ltd takes a proactive approach in national initiatives and campaigns
- The wide understanding of the policy is enabled by proactive use of the QCS App

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