

## **Policy 1.20**

### **Statement: Health and Welfare of people using the service**

**The A24 Group will ensure the health and welfare of the people using its service by:**

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

**A24 Group will reduce the risk of people receiving unsafe or inappropriate care treatment and support by:**

- assessing the needs of people who use services
- 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.