



## **Policy 1.21**

### **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.