



Person Centred Care Planning Policy

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1.0 Introduction

Re-Pat Ltd is committed to providing high-quality, person-centred care that respects the values, preferences, and needs of every service user. We ensure people are valued, respected, and supported to have choice and control, with the confidence to manage their care and make informed decisions. This policy outlines our approach to care planning that ensures individuals are active participants in decisions about their health and wellbeing, in accordance with legislation and best practice guidance.

Re-Pat Ltd provides person-centred care through its CQC-registered transport services, ensuring individuals are supported safely and respectfully during transit to and from healthcare settings or other destinations.

The purpose of this policy is to ensure that all care plans:

- Reflect the unique needs, goals, and preferences of the person.
- Promote dignity, choice, and independence.
- Are developed collaboratively with the person and, where appropriate, their families, carers or advocates.

Comply with legal and regulatory requirements, including:

- The Care Act 2014
- The Health and Social Care Act 2012
- The Mental Capacity Act 2005
- The Equality Act 2010
- Health and Social Care Act 2008 (Regulated Activities) Regulations 2014: Regulation 9

2.0 Scope

This policy applies to all staff involved in care planning and delivery, including transport drivers, escorts, healthcare professionals, support staff, and management.

3.0 Roles and Responsibilities

Management will ensure training, supervision, and monitoring of staff compliance with this policy.

Staff will carry out assessments and develop care plans in partnership with individuals and relevant professionals.

Service users receiving care will be supported to actively participate in the development and review of their care plans.

Transport Manager: Oversees safe and person-centred delivery of transport services.

Drivers and Escorts: Ensure service users are transported safely, with dignity and respect, and are aware of individual care needs during transit. Drivers and escorts must review relevant transport care plans prior to each journey to ensure safe and appropriate support

4.0 Definitions

Person-centred care is an approach that places the individual at the centre of their care, recognising their strengths, values, preferences, and aspirations. It involves:

- Respecting individuality and human rights.
- Listening to and valuing the person's input.
- Promoting shared decision-making.
- Supporting individuals to live the life they choose.

In the context of transport services, this includes ensuring comfort, safety, dignity, and communication during journeys, and accommodating individual preferences such as seating, mobility aids, and travel companions.

5.0 Principles of Person-Centred Care Planning

The following principles apply during all care planning processes to ensure that the care being planned and delivered is person centred.

5.1 Person-centred Support

Re-Pat Ltd ensures that transport services are tailored to meet the individual needs of each service user. This includes accommodating preferred travel times, ensuring vehicles are accessible for mobility aids, and providing support for individuals who may experience anxiety or discomfort during travel. Staff work collaboratively with service users and their families to understand preferences and provide reassurance throughout the journey. Transport support plans must reflect these considerations and promote dignity, comfort, and independence. Other factors that contribute to a positive experience for the person are:

- Including risk assessment and management in planning.
- Ensuring that there are enough skilled staff to work with the service user.
- Promoting mental health advocacy services.
- Supporting access to peer support.
- Ensuring that therapeutic relationships are maintained.
- Focusing on recovery goals and the needs of the person.

5.2 Collaboration

Personalised care and support planning is a systematic way of ensuring that service users living with one or more long term condition and their health care professionals have a more productive and equal conversation that focuses on what matters most to them. It is a collaborative approach where service users, their family/carer and health care providers discuss:

- what is important to them, setting goals they want to work towards

- things they can do to live well and stay well (and for some people, dying well)
- what support they need for self-management; agreeing actions they can take for themselves what care and support they might need from others
- what good support looks like to them as an individual
- preparing for the future, including making choices and stating in advance preferences for care at the end of their life (where relevant and appropriate)

5.3 Effective Communication

Clear and compassionate communication is essential in delivering safe and person-centred transport services. Re-Pat Ltd ensures that service users are informed in advance about journey details, including pick-up times, vehicle type, and staff involved. During transit, staff provide reassurance and respond to any concerns. Transport care plans must be written in accessible formats and reviewed with service users to confirm understanding and agreement.

5.4 Care planning Principles

Re-Pat Ltd recognises the four key stages of the care and support planning process and applies these principles to ensure that transport services are truly person-centred. These principles guide all changes in process, systems, skills, behaviours, and attitudes:

1. Prepare
 - Begin from the perspective of the service user and their carer.
 - Gather relevant transport-related information (e.g., mobility needs, preferred travel times, escort requirements) and make it available in advance.
 - Allow time for reflection and consideration of travel options and preferences.
2. Discuss
 - Take a collaborative approach with the service user, their family, and relevant professionals.
 - Focus on enabling safe, comfortable, and dignified travel experiences.
 - Identify actions the service user can take to support their own travel needs.
 - Determine what support is needed from Re-Pat Ltd staff and how it fits into the person's broader care plan.
3. Document
 - Record the main points from discussions in a transport support plan.
 - Ensure the plan is part of the person's overall care record, is owned by the person, and shared with explicit consent.

4. Review

- Set a date for review and consider follow-up options to ensure the transport plan remains relevant and effective.

5.5 Designing Transport Support Plans

Transport support plans at Re-Pat Ltd are designed to reflect each service user's preferences and needs during travel. This includes:

- Identifying mobility requirements and accessibility needs.
- Specifying medical equipment or medication that must accompany the person.
- Clarifying whether an escort or support staff is required.
- Documenting preferred communication methods and any emotional or behavioural support needs.

These plans are developed in partnership with the service user and aim to ensure safety, comfort, dignity, and independence throughout the journey.

5.6 Involvement and Empowerment

Re-Pat Ltd promotes active involvement and empowerment of service users in their transport care planning by:

- Enabling individuals and their nominated persons to participate in decisions about their transport arrangements.
- Providing opportunities for service users to manage aspects of their transport plan, such as choosing travel times or requesting specific support.
- Recognising and respecting each person's independence, preferences, and right to make informed choices about their travel.

5.7 Implementation

Transport support plans must be clearly documented and shared with all staff involved in delivering transport services. Plans should include agreed goals such as maintaining independence, ensuring safe boarding and disembarking, and managing medical needs during transit. A review date must be set to assess the effectiveness of the transport plan and make necessary adjustments.

5.8 Respect and Dignity

Care planning must respect the person's values, beliefs, and life history. Cultural competence and equality must be always upheld.

Upholding a person's dignity is one of the most important factors in ensuring they are valued and respected for who they are, what they believe in and how they live; treating people with dignity means treating them the way we would like to be treated ourselves.

Valuing people's diverse lifestyles, views, opinions and choices is central to enabling a person-centred approach to care; our values usually hold common

themes including health and happiness, family, freedom, honesty and justice for example. To deliver person-centred care we must develop our understanding of person-centred thinking, working and of relationship centred care. Person centred thinking is a set of principles and core competencies that is the foundation for person centred planning and working and relational care helps us understand who is important to the person in their circle of care and how we can facilitate the service user's inclusion in maintaining relationships.

Knowing how to put person centred values into our day-to-day work means giving a lot of thought to getting the process right to assist people in achieving their desired outcomes.

Respecting dignity during transport includes offering privacy where possible, using respectful language, and ensuring comfort during boarding and travel.

5.9 Benefits of Personalised Care and Support Planning

Through the process of personalised care planning, service users will be helped to:

- Understand their condition(s) or disability better
- Feel more confident and able to manage their own health and care
- Take an equal role with professional partners in decision making
- Understand the options available to them
- Be as independent as possible
- Play a more active role in managing their condition and get recognition and support from professionals in this role
- Prevent a deterioration in their condition or symptoms
- Build on their strengths and feel supported in doing or achieving what matters to them, which may include the role of their carer
- Recognise trigger points and early warning signs
- Understand when to seek help and where from
- Maintain social connections, have opportunities to learn new skills and being able to contribute back the community

5.10 How to ensure the service user is involved

- Building relationships with service users and their families and NOK, as well as good communication is critical.
- Prioritising the person's wishes and preferences ensures meaningful involvement in care planning.
- Understanding and respecting everyone service users' needs and preferences.

6.0 Risk Management and Safeguarding

Re-Pat Ltd incorporates transport-specific risk assessments into person-centred care planning. Risks such as falls during boarding, medical emergencies in transit, and safeguarding concerns during lone travel must be identified and managed. Staff are trained to respond to emergencies and follow safeguarding procedures. All transport plans must include strategies to mitigate identified risks while respecting the service user's right to make informed choices.

Individuals have the right to take informed risks, as service users are supported in setting goals and outcomes, this may mean taking positive risks to achieve these. Where risks pose as a barrier to a service user achieving their goals, a flexible approach is required. Person-centred care planning works alongside risk management.

Identification of risk is the purpose of the care and support planning process. Using risk assessment processes effectively will enable the service users to make informed decisions and choices, for example they may want to go out unaided. You have to be involved in the decision-making process and explain the purpose of a risk assessment; if any risk is identified actions need to be indicated by which to manage and reduce that risk but it must be remembered that in having all the required information, the person is at liberty to make choices, even if these choices to you seem unwise. Risks that are identified will inform the way in which we work with people. Risk assessment is about making decisions which are logical, realistic and legal.

Person-centred care planning will also look at preventing service user's from receiving unsafe care and treatment and prevent avoidable harm or risk of harm. Providers must assess the risks to people's health and safety during any care or treatment and make sure that staff have the qualifications, competence, skills and experience to keep people safe.

It is important to remember that although service users are encouraged to take positive / informed risks, any safeguarding concerns must be addressed in line with local procedures and statutory guidance, Re-Pat Ltd.'s Safeguarding Policies should also be referred to in this instance.

Positive risk-taking will be supported where a person has capacity and consents. Where capacity is lacking, decisions will follow the MCA 2005 best-interest process and be recorded

7.0 Person-Centred Care Planning at Re-Pat Ltd

Transport care plans are developed for each service user requiring travel support. These plans detail individual needs, preferences, and risk management strategies, including mobility support, escort requirements, and communication preferences. Plans are reviewed regularly to reflect changes in health status or transport needs.

8.0 Training

All staff at Re-Pat Ltd receive training in person-centred care, safeguarding, effective communication, and emergency procedures relevant to travel. Training also covers accessibility standards, managing medical equipment during transit, and supporting individuals with anxiety or cognitive impairments during journeys.

Training is delivered at induction and refreshed annually. Additional training is provided following incident reviews or updates to regulation.

9.0 Monitoring

Re-Pat Ltd conducts regular audits of transport care plans and gathers feedback from service users to improve the quality and safety of transport services. Monitoring includes reviewing incident reports, assessing staff compliance with care plans, and evaluating service user satisfaction with transport experiences.

10.0 Relevant Policies and Procedures

Safeguarding Policy

Consent Policy

Equality Diversity and Human Rights Policy

Information Governance Policy

11.0 Relevant Legislation and Guidance

Care Act 2014

The Health and Social Care Act 2012

The Mental Capacity Act 2005

The Equality Act 2010

Health and Social Care Act 2008 (Regulated Activities) Regulations 2014: Regulation 9

The Human Rights Act 1998

NHS England (2017) Accessible Information Standard

CQC (2024) Regulation 9: Person- Centred Care

NICE (2016) Working with adults to ensure person-centred care and support for admission to and discharge from inpatient mental health settings

CQC (2024) Assessment Framework

CQC (2023) Regulation 12: Safe care and treatment

Accessible Information Standard