



**Holistic Care And Wellbeing Support**

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## Person-Centred Support Policy

*(Sole Trader Service – Non-Regulated Wellbeing Support)*

### 1. Purpose

Sips & Smiles Holistic Care is committed to providing person-centred wellbeing and companionship support that respects individuality, choice, dignity and autonomy. This policy explains how services are shaped around each person's preferences, needs and values while remaining within non-regulated support boundaries.

### 2. Scope

This policy applies to all wellbeing support activities delivered by:

**Ms Xandria Noir** (Sole Trader, Sips & Smiles Holistic Care)

including support provided in:

- clients' homes
- community settings and public spaces
- social, creative and engagement-based activities

### 3. Nature of the service

Sips & Smiles Holistic Care provides **non-regulated wellbeing, engagement and companionship support**. The service does not provide personal care, nursing care, medical treatment, medication administration, physical restraint, or any regulated activity.

### 4. Principles of person-centred support

Person-centred support means:

- recognising each person as an individual
- listening to what matters to them
- respecting their choices and preferences
- supporting independence where possible
- adapting support in response to changing needs
- treating people with dignity, kindness and respect

## **5. Understanding the individual**

Support is shaped by understanding:

- personal preferences and routines
  - interests, hobbies and meaningful activities
  - communication style and needs
  - cultural, spiritual or personal values
  - sensory sensitivities or triggers
  - emotional wellbeing and comfort levels
- Information is gathered through conversation, observation and agreement, not clinical assessment.

## **6. Choice and control**

Individuals are encouraged to:

- express their wishes and preferences
  - choose activities and pacing
  - say no or change their mind
  - be involved in decisions about how support is provided
- Support is flexible and responsive, not prescriptive.

## **7. Dignity and respect**

Sips & Smiles Holistic Care will:

- speak respectfully at all times
- avoid assumptions or judgement
- respect privacy and personal space
- maintain clear professional boundaries
- adapt communication to suit the individual

## **8. Independence and empowerment**

Support focuses on:

- encouraging independence rather than taking over

- enabling participation in meaningful activities
- recognising abilities rather than limitations
- offering reassurance without control  
Support is not about “doing for” but “being alongside”.

## **9. Communication**

Clear, respectful communication is central to person-centred support:

- information is shared in an accessible way
- time is given for responses
- non-verbal communication is observed
- emotional responses are acknowledged
- distress or discomfort is taken seriously

## **10. Flexibility and responsiveness**

Person-centred support recognises that:

- needs may change day-to-day
- mood, energy and comfort vary
- plans may need to change  
Support will be adapted accordingly, within safe and agreed boundaries.

## **11. Boundaries and safety**

Person-centred support is provided within clear boundaries:

- no personal care or medical tasks are provided
- unsafe requests will not be carried out
- support will pause or end if safety is compromised
- concerns will be discussed respectfully

## **12. Safeguarding and wellbeing**

If person-centred support highlights concerns relating to:

- risk of harm

- neglect
- emotional distress
- unsafe living conditions  
these concerns may be escalated to appropriate professionals or safeguarding services, where required.

### **13. Feedback and reflection**

Feedback is welcomed to ensure support remains person-centred. Reflections from experience are used to improve how support is offered and adapted.

### **14. Policy review**

This policy will be reviewed:

- annually, or
- if the nature of services changes, or
- following significant feedback or incidents