**PROMOTING INDEPENDENCE WITH SHOPPING POLICY**

**Purpose**

To ensure all people we support are enabled to develop life skills around being a consumer in their community and being able to make purchases in a safe way.

**Policy**

All individuals we support are supported to undertake personal shopping in a variety of environments and forms in line with individual strengths and needs.

**Procedure**

Individual plans should show the assessment around the services users’ ability to shop. This will include;

* Communication
* Social skills
* Mobility
* Understanding of money
* Budgeting
* Exercising choice

Risk assessments are carried out to consider the level and type of support required and indicates attention to the risk of potential for financial abuse.

If the individual we support lacks the capacity to make a decision around the level of support needed, or cannot protect themselves from the risk of abuse, staff may be required to act in the persons best interest in deciding whether they should go shopping unaccompanied.

People we support will be assisted to access their own personal funds for shopping. This will include visits to the bank, post office or cash machines

**BANK CARDS**

It is strict Company Policy that staff must not use services users’ bank cards without the individual we support being present. Two members of staff must always be in attendance where practical.

The Director of Operations must be informed that the home is assisting an individual we support in this manner.

All receipts must be logged and must be able to be cross referenced against a bank statement which the Director of Operations must see to ensure there is no risk of financial abuse; this will be done monthly as part of the audit process.

**It is against company policy to keep pin numbers for individuals we support in supported living unless this is part of their package**

Some cards with pin numbers may be kept at Head Office, and staff can request money as needed for shopping.

Wherever possible, staff must be discreet and proportionate to enable the individual we support to have a positive community presence and develop independence skills.

People we support should be involved in shopping for their personal groceries, making a shopping list and making wise choices with food.

Staff should enable individuals we support to experience a wide range of shopping activities such as;

* Produce markets
* Supermarkets
* Small vendors
* Online shopping

Staff have a duty of care to ensure that service users are protected from financial abuse and must inform the Operations Manager immediately if there are any anomalies with the finances of an individual we support; failure to do so could result in disciplinary action.

This policy is reviewed annually.

Date: