



Wellbeing check policy

1.0 Purpose and scope

This policy outlines how Notting Hill Genesis supports residents with their wellbeing needs and clarifies when we would monitor resident's wellbeing.

It applies to residents who live in all Notting Hill Genesis supported housing accommodation, which includes sheltered services and independent living customers in our extra care and leasehold services.

This policy does not apply to agency managed services.

This policy should be read in conjunction with our [safeguarding policy](#), [no access policy](#) and [vulnerability policy](#).

2.0 Definitions

Wellbeing check: Regular, agreed and well-informed contact, which allows us to determine a resident's wellbeing and whether a resident is absent or missing.

Herbert Protocol: A national scheme used by the police or emergency services to help make sure that people living with dementia or other vulnerabilities who are at risk of becoming lost can be found and brought home safely.

Missing person: Anyone whose whereabouts and wellbeing cannot be established and where the circumstances are out of character. The context may suggest that the person may be a subject of crime or at risk of harm to themselves or others.

Professional curiosity: Proactively trying to understand what is happening to an individual or household rather than making assumptions or taking information at face value.

3.0 Supporting residents

The health, safety and wellbeing of Notting Hill Genesis residents is our priority, and we encourage residents to monitor their own wellbeing as far as possible. We work closely with agencies to best support residents in sustaining their tenancy.

We seek to find the best support available for residents and ensure that we signpost accordingly to appropriate services.

We support residents to live as independently as possible and, where agreed with the resident, we monitor their health and wellbeing.

We aim to provide a safe environment with responsive, supportive staff. Colleagues are expected to use professional curiosity when interacting with residents to gain a holistic understanding of the residents' situation.

We carry out annual visits where a local officer meets with the resident in their home and provides us with the opportunity to make sure all their details are up to date.

4.0 Level of support

Wellbeing checks aim to proactively minimise risk to adults with support needs. The level of support we offer depends on the service we provide and how this may impact residents.

We encourage daily or weekly wellbeing checks for adults in supported housing accommodation who:

- Are living in self-contained accommodation
- Who might not have daily contact with staff, professionals, family members/friends
- With support needs who are at higher risk of injury or severe ill health

We always assume that a resident has mental capacity. Where we believe a resident may not have mental capacity, we work with the relevant agencies to assess the resident's mental capacity using the Mental Capacity Act 2005.

We seek residents' consent and adopt a person-centred approach that reflects the dignity and respectability of residents and recognise their various experiences. Our person-centred approach is guided by local procedures provided to our services.

Where we have a genuine and immediate concern for a resident's wellbeing, we may contact the police to request they force access. For more information, please see our [no access policy](#).

5.0 Consent agreements

We set out agreed details of wellbeing checks in our consent agreement forms which will either align to the standard offer of the service or, where a bespoke arrangement is necessary, we clearly and assess and record the risk before checks commence.

We keep the wellbeing checks under review through regularly monitoring individual consent agreements with customers.

5.1 Assessing risk

Where consent is not agreed for wellbeing checks, a risk assessment is carried out with the resident to discuss how any risks will be managed.

We review the arrangements following an incident, safeguarding concern or any other concern that may have an impact or result in a significant change in a customer's health, safety and wellbeing.

We recognise that residents may go through periods of change with the level of support they require, and we may discuss how we can support or risk assess the resident's individual situation to manage the impact of these changes. This could result in an increased frequency of conducting wellbeing checks.

If we believe a resident is missing, we use best practice from the Herbert Protocol, and other relevant local procedures.

6.0 Reporting and monitoring

All activities and records relating specifically to wellbeing checks are monitored, managed and audited by the housing delivery manager of the service or, in their absence, another manager or the regional business manager. This information can also be accessed by external auditors or third parties upon request, when appropriate and in line with data protection principles.

7.0 Our approach

In writing this policy we have carried out assessments to ensure that we are considering:

- Equality, Diversity & Inclusion

To request a copy of these assessments, please email policy@nhg.org.uk

8.0 Reference

- Care Act 2014 (Section 1)
- Care Quality Commission Regulations
- Mental Capacity Act 2005
- Health and Social Care Act 2008
- Offences: The Health and Social Care Act 2008 (Regulated Activities) Regulations 2014

Document control

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| December 2019 | Review of the Policy with added new NHG Care and Support roles. | 1.1 |
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