

# Corporate Social Responsibility (CSR) Policy

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## Purpose

At West Heanton, we believe in delivering high-quality, person-centred care in a way that is ethical, sustainable and aligned with the Care Quality Commission's (CQC) regulatory framework. This Corporate Social Responsibility (CSR) Policy outlines our commitment to the people we support, our employees, our community and the environment. It guides how we operate, make decisions and contribute positively to society.

## Our Commitment to the People We Support

We are dedicated to providing safe, compassionate, person-centred care that respects dignity, independence, and individual choice.

### We commit to:

- Delivering care that meets or exceeds regulatory standards.
- Promoting equality, diversity and inclusion in all interactions.
- Protecting the privacy, rights and wellbeing of every individual.
- Encouraging feedback and using it to continuously improve our services.
- Supporting individuals to live fulfilling, meaningful lives.

## Our Commitment to Employees

Our workforce is central to our mission. We aim to create a supportive, fair and empowering workplace.

### We commit to:

- Providing fair pay, safe working conditions and equal opportunities.
- Offering ongoing training, development and career progression.
- Promoting a culture of respect, collaboration and open communication.
- Supporting staff wellbeing by supporting people to attain their desired work/life balance.
- Recognising and celebrating the contributions of our team.

## Our Commitment to the Environment

We recognise our responsibility to minimise our environmental impact and operate sustainably. **See our Environment & Sustainability Policy**

## Our Commitment to the Community

As a care organisation, we play an active role in the communities we serve. We recognise our role as a responsible and positive presence in the community.

### We commit to:

- Collaborating with local organisations, charities, and health partners.
- Supporting initiatives that reduce loneliness, promote wellbeing and social inclusion.
- Encouraging involvement in community engagement and volunteering.
- Building strong relationships with local business and stakeholders.
- Prioritising investing in our community (ie buying local).
- Acting as a responsible neighbour and positive local presence.

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## Ethical Business Practices

We operate with integrity, transparency and accountability in all aspects of our work.

### We commit to:

- Complying with all relevant laws, regulations and industry standards.
- Maintaining strong governance and safeguarding practices.
- Ensuring responsible procurement and ethical supply chains.
- Protecting personal data in line with GDPR and data protection legislation.
- Being transparent about our performance and decision-making with people who use our services, regulators, and stakeholders.

## Our CSR Aligned with CQC's Framework

**Safe.** We are committed to protecting people from harm and ensuring a safe environment.

### We commit to:

- Maintaining robust safeguarding procedures and ensuring all staff are trained and confident in recognising and reporting concerns.
- Managing risks proactively, including health and safety, infection prevention and control and medication safety.
- Ensuring safe recruitment practices, including DBS checks and thorough vetting.
- Learning from incidents, near misses and complaints to prevent recurrence.

**Effective.** We deliver care and support based on best practice, evidence and individual needs.

### We commit to:

- Ensuring staff receive ongoing training, supervision and competency assessments.
- Working collaboratively with health and social care partners to achieve the best outcomes.
- Supporting people to maintain good health, nutrition, hydration and wellbeing.
- Using assessments, care plans and reviews to ensure care remains appropriate and effective.

**Caring.** We treat every person with kindness, dignity, and respect.

### We commit to:

- Promoting person-centred care that values individuality, choice and independence.
- Ensuring staff build trusting, compassionate relationships with the people they support.
- Protecting privacy and confidentiality at all times.
- Encouraging feedback from people using our service, families and advocates.

**Responsive.** We provide care that meets people's needs and adapts as those needs change.

### We commit to:

- Designing flexible, personalised care plans that reflect people's preferences, goals and cultural backgrounds.
- Responding promptly to concerns, complaints and changing needs.
- Promoting inclusion, accessibility and equality of opportunity.
- Supporting people to participate in meaningful activities and community life.

**Well-Led.** We promote a culture of transparency, accountability and continuous improvement.

### We commit to:

- Ensuring leaders model integrity, openness and a commitment to high-quality care.
- Maintaining strong governance systems that monitor quality, safety and performance.
- Encouraging staff to speak up, share ideas and raise concerns without fear.
- Using audits, feedback and data to drive improvement and innovation.

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## **Monitoring and Review**

We will review this CSR Policy regularly, or if required by changes in legislation, CQC guidance or organisational priorities. Progress will be monitored through audits, quality reviews and stakeholder feedback.

## **Responsibility for Implementation**

All staff, managers, and partners share responsibility for upholding this policy. Senior leadership is accountable for embedding CSR principles into everyday practice, ensuring alignment with CQC standards and that our commitments translate into meaningful action.