



Supported Decision Making Policy

What is this about?

At Bloom Healthcare, we believe that you have the right to make your own choices.

This policy explains how we support you to make decisions about:

- Your care
- Your services
- Your life

We call this supported decision making.

Who is this for?

This policy is for:

- Everyone who works at Bloom Healthcare
- All Bloom Healthcare clients (we call you "Participants")

What's the goal?

We want to make sure that:

- You are in charge of your life
- You get the right support to make your own decisions
- We always listen to what you want

Our Key Ideas

We believe in:

- **Your Right to Choose**

Everyone has the right to make decisions about their own life.

- **Giving You Support**

You should get help to understand your choices — like pictures, easy words or someone you trust.

- **Respecting What You Want**

Your wishes are always important. We will follow what you want.

- **Keeping You Safe**

We will help you make decisions safely and protect you from pressure or harm.

Who Does What?

You (the Participant)

You are the main decision-maker.

Bloom Staff

We are here to help you make choices, not to decide for you.

Bloom Managers

They make sure staff understand and follow this policy.

How We Help You Decide

Bloom Healthcare helps you to:

- Get clear and simple information
- Talk through your options
- Ask for help from your trusted people (like family or support workers)
- Use tools like pictures, videos or simple guides

Staff Training

All staff at Bloom Healthcare:

- Learn how to help people make decisions
- Are trained when they start, and again regularly

Checking It Works

We will:

- Listen to feedback from you and staff
- Keep track of how the policy is working
- Make changes if needed

When We Review This Policy

We will look at this policy every year to make sure it:

- Still works well
- Follows the law
- Respects your rights

At Bloom Healthcare, your voice matters. We are here to support your choices - always.