



WEST LIMERICK INDEPENDENT LIVING CLG

Service User Participation and Engagement Policy

Policy Reference	WLILP67
Category	Operational Policies — Service Delivery, Rights & Participation
Version	2.0 (cross-references corrected, house style applied)
Status	APPROVED — by the Board of Directors on 9 October 2026
Supersedes	WLIL63 - Service User Participation and Engagement Policy
Policy Owner	Board of Directors, West Limerick Independent Living CLG
Applies To	All staff involved in the planning, coordination, and delivery of services
Related Policies	WLILP40 - Person Centred Planning Policy; WLILP53 - Complaints Policy; WLIL Care Planning and Review Policy; WLIL Care Records and Documentation Policy; WLIL Service Access, Referral and Assessment Policy
Review Cycle	Annually, or sooner following legislative or operational change

1. Purpose

The purpose of this policy is to ensure that individuals receiving services from West Limerick Independent Living CLG (WLIL) are actively involved in decisions about their support, service planning, and service development.

WLIL recognises that meaningful participation supports independence, dignity, and the delivery of person-centred services.

2. Scope

This policy applies to all services delivered by WLIL, including:

- Personal Assistant Services
- Home Support Services
- Transport services where applicable

It applies to all staff involved in the planning, coordination, and delivery of services.

3. Principles

WLIL is committed to the following principles:

- Service users are central to decisions about their support.
- Individuals are supported to express their preferences and choices.



- Participation is encouraged in care planning and service reviews.
 - Individuals are presumed to have decision-making capacity unless otherwise determined in accordance with relevant legislation.
 - Participation will be facilitated in a way that respects each individual's abilities, communication needs, and personal preferences.
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4. Legislative Context

This policy aligns with the principles of the **Assisted Decision-Making (Capacity) Act 2015**, which recognises that adults are presumed to have capacity to make decisions unless it is demonstrated otherwise.

It also reflects the principles of the **United Nations Convention on the Rights of Persons with Disabilities**, which promotes autonomy, participation, and the right of individuals with disabilities to live independently and be included in the community.

5. Participation in Care Planning

Service users are actively involved in the development of their care plans.

During the initial service setup:

- a meeting is arranged with the individual
- the care plan and activity plan are developed in conjunction with the service user
- the individual may invite a family member, advocate, or representative if they wish

The care plan reflects the individual's:

- support needs
 - preferences
 - daily routines
 - personal goals where relevant
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6. Ongoing Engagement and Reviews

Participation continues throughout the duration of the service.

WLIL facilitates engagement through:

- **monthly telephone reviews** conducted by the Service Coordinator
- **annual in-person reviews** of care plans and risk assessments
- additional meetings where changes to needs or circumstances arise

These reviews provide opportunities for service users to:

- discuss satisfaction with their service
- request adjustments to supports



- raise any concerns or suggestions
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7. Communication and Accessibility

WLIL will make reasonable efforts to ensure that communication with service users is clear and accessible.

Where necessary, participation may be supported through:

- simplified explanations
- additional time for discussion
- involvement of family members, advocates, or representatives where requested by the individual

Participation methods will be adapted to suit the needs of the service user.

8. Service Feedback

WLIL values feedback from service users and uses this information to improve services.

Feedback may be gathered through:

- routine service reviews
- direct communication with coordinators
- service user surveys where appropriate
- the complaints procedure where concerns arise

Participation in surveys or feedback processes is voluntary.

9. Respect for Independence and Choice

WLIL supports individuals to make their own decisions regarding their lives and daily activities.

Service users may pursue their personal goals independently where they choose to do so, subject to the level of support available and agreed service arrangements.

10. Responsibilities

Management

Responsible for promoting a culture of person-centred service delivery and supporting participation in service development.

Service Coordinators

Responsible for facilitating engagement with service users, conducting reviews, and ensuring care plans reflect individual preferences.

Staff



Responsible for respecting the choices, dignity, and independence of the individuals they support.

11. Related Policies

This policy should be read alongside:

- WLILP68 - Care Planning and Review Policy
- WLILP40 - Person Centred Planning Policy
- WLILP66 - Service Access, Referral and Assessment Policy
- WLILP65 - Care Records and Documentation Policy
- WLILP53 - Complaints Policy

Approval

Approved by the Board of West Limerick Independent Living CLG on 9 October 2026.

Signed on behalf of the Board, on its instruction, by the General Manager:

Margaret O'Brien O'Connor, General Manager

Date signed: 09-10-2026