



## Cultural and Religious Needs Policy and Procedure

CARERS' HANDS H C A LTD

Company Number: 12398073

Registered Office: 39 Crossley Place, Southampton, SO15 2EX

Policy Owner: Registered Manager

Policy Reviewed: June 2025

Next Review Due: June 2026

Version: 1.0

### 1. Purpose

To ensure that the cultural, religious, and spiritual beliefs and preferences of all service users are respected and reflected in the care provided by CARERS' HANDS H C A LTD.

### 2. Scope

This policy applies to all staff and volunteers who deliver or support care services for people of diverse backgrounds, faiths, and traditions.

### 3. Policy Statement

We are committed to inclusive, person-centred care that embraces diversity and supports individuals in expressing their cultural and religious identity.

### 4. Legal and Regulatory Framework

- Equality Act 2010
- Human Rights Act 1998
- CQC Regulation 10: Dignity and Respect
- Health and Social Care Act 2008

### 5. Identifying Needs and Preferences

- Cultural and religious preferences are explored during assessment and care planning
- Family input and advance directives are considered
- Needs may relate to food, dress, gender preferences, prayer, customs, language, or holidays



## 6. Implementation in Care Delivery

- Staff accommodate dietary requirements and fasting
- Respect personal and religious dress codes
- Enable access to prayer and religious observance
- Assign same-gender carers where requested
- Celebrate festivals or traditions when possible

## 7. Communication and Language

- Use interpreters or translated materials as needed
- Staff avoid assumptions and ask respectfully about preferences
- Service users are encouraged to express what matters to them

## 8. Training and Awareness

- Staff receive training in cultural competence and inclusive care
- Topics include unconscious bias, respectful communication, and diverse needs
- Training is refreshed annually

## 9. Monitoring and Feedback

Feedback is gathered regularly to ensure that cultural and religious needs are being met. Care plans are reviewed in collaboration with the service user and family.

## 10. Review, Audit and monitoring

This policy and procedure will be monitored and reviewed **at least annually**, or earlier if changes in legislation, regulation, or best practice occur or in response to changing demographics, feedback, or guidance. Regular audits will be undertaken to ensure ongoing compliance with Care Quality Commission (CQC) requirements and the internal quality assurance framework of CARERS' HANDS H C A LTD

For a full copy of this policy and related procedures, or to request it in an alternative format or language, please contact:

- Call the Office: 07535 8524917
- Email: [carershandsagency@gmail.com](mailto:carershandsagency@gmail.com)

## Signature and Declaration



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Signed:  
Chanyuka Dhlakama

Designation: Registered Manager

Date: 01/06/2025

Next Review Due: 01/06/2026