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Protecting Service User's Money and Property

Staff must not handle any aspects of service users finance unless the care plan explicitly states to do so.

Any request from service user or their family to do so must be referred to the line manager. Where care plan states that assistance in this area is needed, clear instructions will also be provided.

Assistance needed may include "collection of pensions, payment of bills and shopping". In all cases policies on recording and receipting such transactions must be adhered too.

All paperwork must be signed and dated by staff; service user should sign where possible.

The following occurrences are strictly prohibited

- Borrowing or lending money
- Buying goods or selling goods or services from or to service user or their families
- Staff are prohibited from accepting gifts or cash from service user or incurring a liability on behalf of the service user
- Staff must respect and take due care of service user property and valuables whilst working with them
- Staff are prohibited from taking items from service users home for safe keeping or any other purpose
- Use of service users phone is not permitted except at the expressed request of the service user or for health and safety reasons. In both cases this must be recorded in the daily record book stating time and duration of the call
- On no account may staff take visitors to service users home. Staff family or friends are considered visitors
- Staff must not be involved in any aspect of service users will, whether signatory or beneficiary. Neither may any friend or family member of staff take such a part.

The above list is not comprehensive.

Lone Worker policy

The Organisation recognises that some staff are required to work by themselves for significant periods of time without close or direct supervision in the community, in isolated work areas and out of hours. The purpose of this policy is to protect such staff so far as is reasonably practicable from the risks of lone working.

Handling clients' money

Information you will need to know if you are handling a client's money;

- You will need to account for all dealings involving clients' monies to avoid any misunderstandings and to protect both your own and your client's interests
- When shopping for a client a receipt must be shown for each item purchased. (This protects you as much as the client)
- Record all transactions in the care plan and on the financial transaction form.
- Pension books, cheque books etc. must be kept in your client's home in a safe place. You must not take this home

Borrowing clients' money

Under no circumstances should money be borrowed from or lent to a client.

Storage and handling of food

Always check that food is stored correctly and not past its 'use by' date. Raw meat should be stored in the fridge on the shelf below cooked food.

Private working arrangements

Home Carers must not make private working arrangements for home care tasks with people who are currently clients of the home care service.

Holding of keys

Home carers must not hold keys for clients' homes unless the key holder authorisation form has been completed. Home care staff are not permitted to enter clients' homes if they are not occupied.

Identity Cards

All Home carers must have a photo Identity Card. You must carry this on every visit. Please ensure that this is clearly visible for clients to check when you arrive at each home. If you lose your card, notify your home care organiser immediately.

Email / Internet / Telephone Usage

You are not permitted to use the client's computer or telephone or your own mobile unless in an emergency.

Gifts and Hospitality

Procedure for dealing with gifts and hospitality;

- You or your family must not accept money or gifts from clients and/or their relatives
- In exceptional circumstances, where it may cause offence to reject or refuse a gift of a token nature, it may be accepted. i.e. a box of chocolates
- You must always notify your home care organiser, so that the token gift may be registered in the office

Alcohol

You must not drink alcohol whilst on duty. An employee considered unfit to do their duty as a result of alcohol is not considered satisfactory.

Smoking

You must not smoke in a client's home in accordance with the no smoking policy.

Temporary or permanent cessation of the service

You must notify your home care manager immediately if a client tells you that they do not require the service at any time. If a client is planning to go away on holiday, or into hospital, please notify your home care organiser.

Obtaining other help for your clients

You are not expected to get in touch with the doctor without the clients' consent, except in an emergency such as severe illness, accident or collapse. Please telephone your home care organiser as soon as possible when you have taken such action or whenever you are worried about a client.

Wills

You or your family must not be included as beneficiaries of a client's will. If you become aware that a client has named you in a will you must inform your home care organiser immediately. You or your family cannot be an executor of a will, however you may act as a witness, but you must inform your home care organiser.