



Management of Service Users Money and Financial Affairs

Revised March 2013

Policy on the Management of Service Users money and Financial Affairs

Care Home Name: Wellbeing Residential Group

Policy Statement

Wellbeing Residential Group believes that its service users have a right to expect that the home will be run on a sound financial basis with robust procedures for dealing with money and accounting.

Wellbeing Residential Group fully adheres to the new outcomes Essential Standards of Quality and Safety which consist of 28 regulations and its associated outcomes. They are set out by the Health and Social Care Act 2008 for regulated activities.

Aim of the Policy

This policy is intended to set out the values, principles and policies underpinning this home's approach to the management of service users' money and finances in the home. The goal of the home is to ensure that service users retain or enhance their financial independence for as long as possible.

Policy on Service Users' Money and Financial Affairs

Wellbeing Residential believes that keeping your own money, and spending it on whatever you want, is an important element in maintaining our human dignity and in being able to exercise choice and autonomy. The home believes that this is just as important in care homes as it is outside, and service users should therefore have the same rights to manage their own financial affairs and handle their own money as anybody else.

Principles that are followed in this home:

- service users have the right to spend their own money how they wish to spend it
- service users have the right to keep their financial affairs private
- staff ensure that service users retain effective control of their own money except where they state that they do not wish to
- service users who might lack capacity to manage their own money are always assessed in accordance with the code of practice issued with the Mental Capacity Act 2005 and their best interests are fully considered.

Assessment of service users' capacity to manage their own financial affairs

When a new service user enters a home, their ability to manage their finances is assessed and any concerns about their capacity are discussed fully with the service user, their relatives, GP and social services key workers.

Any person lacking capacity has a plan to secure their best interests in these matters. The plan offers as much independence and choice that the person is able to make. In taking these actions the home acts fully in accordance with the Mental Capacity Act 2005, which states that individuals must be regarded as capable to take a decision unless it is proved otherwise.

Any help provided is fully-documented in their care plan and reviewed on a regular basis.

The five principles of the Mental Capacity Act governing the home's approach to assessing service users' capacity to manage their own money are as follows.

1. Individuals must be assumed to have capacity (to take their own financial decisions) unless it is established that they lack capacity.
2. Individuals are not to be treated as unable to make a decision unless all practicable steps have been taken without success to help them take the decision.
3. Individuals must not be treated as unable to make a decision just because they might or have been known to make an unwise decision in the past.
4. When people take a decision on behalf of someone else who lacks capacity they must act in that person's best interests.
5. If anyone takes a decision on behalf of someone lacking capacity at the time, they must act so as to minimise any restriction to that person's rights and freedom of action.

Safeguards and security

Staff ensures that safeguards are in place to protect the financial interests of the service user, particularly in respect of any who have been assessed as lacking capacity under the Mental Capacity Act 2005.

The home keeps secure written records of all transactions with service users.

The registered manager ensures that residents' personal allowances are not pooled. Each person has a personal account.

The home ensures that appropriate records and receipts are kept wherever staff spend any money on behalf of service users.

The registered manager acts as an agent for a service user only where no other individual is available. In such cases the manager ensures that:

- the CQC is notified on inspection
- records are kept of all incoming and outgoing payments
- if the manager is to be an appointee for social security purposes, the proper agencies are given appropriate notice.

The home provides secure facilities for the safe-keeping of service users' money and valuables. All items placed in secure facilities are recorded and signed for. The keys to the secure facility are kept only by the manager in charge and are on no account given to any other member of staff.

The home keeps records and receipts of all possessions handed over to it for safe-keeping.

Help and support

The home offers service users who have difficulties dealing with their finances or with money, whether they have capacity or not, support and help to manage their finances as effectively as possible and in their best interests.

Any such help offered (e.g. accompanied shopping) is recorded and exact details of all money spent placed on record.

Any advocates or volunteers who help service users to manage their money will record their help and transactions so that there is adequate monitoring and reviewing of these activities.

Where the home is responsible for managing individuals' money, staff ensures that:

- all income is spent or saved by individual service users according to their instructions
- all service users can obtain financial advice and information in a private, discreet and confidential manner
- where service users' financial information is held on a computer or in a database, the regulations of the Data Protection Act 1998 are followed.

Signed:

Date:

Policy Review:
