



Ealing House

86 REPPS ROAD, MARTHAM, GREAT YARMOUTH, NORFOLK NR29 4QZ
Telephone/Fax: Great Yarmouth (01493) 740227
www.ealinghouse.co.uk

POLICY ON THE MANAGEMENT OF SERVICE USERS' MONEY AND FINANCIAL AFFAIRS

Policy Statement

Ealing House 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.

The home fully complies with *Standard 18 - Protection of the National Minimum Standards for Care Homes for Older People*, which relates to the degree to which the registered manager of a home ensures that service users are protected from abuse, neglect and self-harm, including protection of service users' money and financial arrangements.

The home also adheres fully to *Standard 35 - Service Users' Money of the National Minimum Standards for Care Homes for Older People*.

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

This home 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.

In this home:

- service users have the right to spend their own money in the way that they wish to spend it
- service users have the right to keep their financial affairs private
- staff will ensure that service users retain effective control of their own money except where they state that they do not wish to, or they lack capacity
- when a new service user enters a home their ability to manage their finances should be assessed and any concerns discussed fully with the service user's relatives, GP and social services key workers; a final indication of the help they will need, if any, should be documented in their care plan and reviewed on a regular basis
- staff will ensure that safeguards are in place to protect the financial interests of the service user
- written records of all transactions with service users should be maintained and kept securely. These must be initialled by person making the transaction
- where the money of individual service users is handled by the home the registered manager should ensure that the personal allowances of these service users are not pooled, and that appropriate records and receipts are kept
- the registered manager may be appointed as agent for a service user only where no other individual is available, in such cases the manager should ensure that:
 - the NCSC 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 should be given appropriate notice
- secure facilities are provided for the safe-keeping of money and valuables on behalf of the service user; all items placed in secure facilities should be recorded and signed for, the keys to the secure facility will be kept only by the manager in charge with access for deputy manager and senior care assistant and should on no account be given to any other member of staff
- records and receipts should be kept of all possessions handed over to the home by a service user for safe-keeping
- service users who have difficulties dealing with their finances or with money will be offered support and help by the home, all such help (for example, accompanied shopping) will be recorded and exact details of all money spent placed on record, the use of advocacy or volunteers for the same purpose will be recorded and monitored in the same way.

Where the home is responsible for managing individuals' money staff should ensure that:

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

Signed: _____

Date: _____

Policy review date: _____