

OA Reablement service	OA Day Care	OA Residential Care	Domiciliary Services	DMH Day Services	DMH Supported Living	DMH Residential Services	EIA'd
✓	✓	✓	✓	✓	✓	✓	✓

C4 PROTOCOL Modernisation

Appendix 1

Principles and protocol for service re-provision and the relocation of service users

“Communication and involvement of the social work team, Cumbria Care staff, service users and family members (and where appropriate health staff) is key – working as one will deliver the best result”

Principles

1. To follow this Protocol.
2. To minimise service users moves.
3. To enable service users to move with friends (at least one) if possible.
4. To give service users a choice of options.
5. Viewings or short stays will be arranged to support service users decision making.
6. The district lead will decide on allocations of vacancies. Managers must ensure assessments are based on up to date information. The social work team will make the final decision on the vacancies.
7. The social work teams will engage with service users, families, managers, professionals and others, as appropriate in the assessment process.
8. Advocacy will be available to support service users in making choices.
9. Cumbria Care staff wherever possible will support service users for short period to provide a familiar face and continuity of care.

Information and Communication

Accessible information will be available to service users and their families and carers to ensure the process runs smoothly.

1. Good communication between all parties is key to supporting service users and family members through the transition. Regular

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C4 PROTOCOL

Appendix 1

meetings on progress will be held between the social work teams and Cumbria Care staff.

2. Each service user will be allocated a dedicated social worker who will be a point of contact regarding the assessment process. In addition to the assessment meeting, arrangements will be made for drop in surgeries on certain days.
3. Assessments of all service users will be completed as soon as possible.
4. The social worker will work with the manager / staff to ensure a comprehensive assessment is completed. Risk assessments will form part of this process. e
5. The social worker will ensure that all relevant health professionals such as district nurses / CPN's contribute to the assessment as appropriate.
6. Information on the available options include potential new services will be provided by the social worker during the assessment. Where applicable CQC reports will be made available.
7. Service users who wish to move into another Cumbria Care service which is scheduled for closure, will have their request considered, even if it means they will undergo two moves.
8. Where the assessment indicates that service users could have their needs met in a community based service, information about these services must be provided.
9. Service users must be made aware of the capacity in the independent sector services.
10. The service manager and staff team will provide reassurance and support to service users and ensure a positive atmosphere is maintained in the service during a time which will be uncertain for some service users.
11. The service manager will monitor the well being of service users and alert the social workers to any change in behaviour (e.g. anxiety etc)

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C4 PROTOCOL

Appendix 1

12. All service users will have access to independent advocates as required, throughout the process, in addition to their dedicated social worker e.g. Eden Mind – Your Voice Cumbria are the advocates who can be contacted on 0300 0120103.

13. The Independent Mental Capacity Advocacy service will be accessed by the social worker to support service users without mental capacity and who have no next of kin and Independent Mental Capacity Advocates. Advocacy Experience are the who can be contacted on 07825 940045.

Practical Assistance

The social workers and the Cumbria Care staff will work together in supporting the service users through the service closure and will facilitate moves for service users in a variety of ways.

1. Provision of transport for service users to visit new services

2. Arrangements will be made for the moving of service users personal belongings

3. The service will ensure that the service users person centred care plan is up to date and ready to be transferred to the new care setting.

Roles and Responsibilities

Social Workers

1. A designated social worker will carry out the needs assessment and will ensure the involvement of family members and other parties

2. Coordinate and ensure that all relevant agencies e.g. health professionals contribute to the needs assessment, relocation plan and risk assessment

3. Work closely with Cumbria Care staff to minimise stress on service users throughout the service re-provision period.

4. To engage Independent Mental Capacity Co-ordinators where capacity issues are apparent and agree a course of action.

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C4 PROTOCOL

Appendix 1

5. Work with other social work staff (Resource Monitoring Meeting) to define relocation options for residents.
6. Support the service user's choice and identify relocation options.
7. Arrange individual service user transfer arrangements and post transfer reviews.

Service Manager

1. Ensure Cumbria Care staff provide service users and family members with support and reassurance during the transition period
2. The service manager will be a point of contact and liaison for other queries from social workers and service users and family members around the service closure
3. Work with the social workers to provide a comprehensive assessment plan.
4. Following advice from the social workers facilitate a trial visit to other services.
5. Ensure person centered care / support plans include all relevant information to be transferred to a new service.
6. Monitor service users for signs of stress or depression and take appropriate steps to address.
7. Ensure link and key workers contribute to the transfer and post transfer arrangements for service users.
8. The date and timing of the transfer must be agreed with all parties.

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