

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

E5

EXCLUSION FROM SERVICES (SERVICE USERS)

POLICY

To ensure the health and safety of employees and service users.

PROCEDURE

1. Anyone in receipt of or accessing services should not behave in such a way as to cause a nuisance, annoyance or offence to other people.
2. Any antisocial behaviour must be reported to the Manager / Supervisor and documented using, the **accident reporting system**. **All procedures must be followed.**
3. The service user must be reminded of their rights and responsibilities as detailed in the service user guide and statement of purpose.
4. If the service user continues to cause a nuisance, annoyance or offence to other people, Adult Social Care must be notified and a multi-disciplinary meeting arranged to review the situation.
5. The multi-disciplinary meeting should identify a clear action plan and a review date must be agreed. Cumbria Care will support the implementation of this action plan and a review of the action plan must take place by the agreed date. If the service user's behaviour continues to disrupt services, then exclusion may be necessary. **The decision to exclude a service user will be made by a Multi-disciplinary team and Cumbria Care will respond appropriately.**
6. **If the service user is excluded / discharged the D9 discharge procedure must be followed.**

Date	05/03/14							Issue date
Amendment	1							13/05/08 P&P