

C4 Closure of a Service

Extra Care Housing Service	Support at Home Service	OA Day Services	Residential Services	DMH Day Services	DMH Supported Living Services	Community Equipment Services	Shared Lives Service
X	X	✓	✓	✓	✓	X	X

Policy

To ensure staff are fully aware of their roles and responsibilities leading up to and during the closure of a service.

Introduction

This procedure must be used as a checklist by the planning / implementation team, this will enable them to assign tasks to staff members and form the basis of a project plan for each individual service for the planned closure.

Procedure

1. Once the final decision to close the service has been made, there are steps which need to be taken to ensure the service closure is completed sensitively and methodically.
2. The Protocol Appendix 1 must be followed and shared with all social workers and staff concerned.
3. All staff must be aware that the service closure may attract some media coverage. If staff are approached by the media, they must follow the M8 policy and procedure.
4. Letters to the people who use the service and or their family must be sent out notifying them of the decision to close the service with a final date for the closure.
5. Staff, trade union members and human resources teams need to be informed of the closure date and what the next stages are.
6. For registered services CQC must be notified of the closure three months prior to the date. 28 days prior to the closure date the de-registration process must be initiated.

People who use the service / Staff

1. The people who use the service may wish to transfer to another service, this must be co-ordinated, and a link made with the new manager and social worker involved. The family may wish to deal with the transfer themselves.
2. People who use the service must be informed of all current vacancies and services available. The people must be supported to visit other services as appropriate. Transport arrangements need to be organised.
3. Staff should communicate and work collaboratively with relatives, the people who use the service and others to facilitate the safe and timely transfer of those people transferring to another suitable service.

4. Any people who use the service and do not have family or other support must be supported by the manager and social worker if appropriate, to find suitable services and transport arrangements.
5. Staff need to be aware that some people using the service may find the move very distressing. Staff need to report this to their line manager as soon as they become aware that the person is becoming anxious and it should be recorded on the PCCP.
6. When the person using the service transfers to another Cumberland Care Service the person-centred care / support plan and other appropriate documentation must be transferred to the new service. Where a person is transferring to a private service, the person-centred care / support plan and other appropriate documentation must be transferred with them. The person's file must not be transferred but must be archived.

Building, contents, and services

1. An inventory of the internal and external contents and its condition must be compiled with photographs so that relocation can take place to other services around Cumberland Care Services. The manager, with the help of the service manager will make the decision to dispose of any equipment / materials that is no longer fit for purpose. The re-distribution list should be shared at service managers meetings.
2. Telephones and IT equipment need to be disconnected with the exception of one BT line for future use associated with security provision.
3. The services manager will make a decision around the transportation of any equipment and the budgetary implications.
4. All contracts with the exception of associated services / facilities / garden must be terminated.
5. Collection of any leased / contracted equipment e.g. printers, photocopiers, computers, sanitary units, water coolers and refuse bins should be organised.
6. All Health and Safety files, policy and procedure manuals, HR manuals etc must be sent back to the associated teams responsible for the updates.
7. All records / files must be retained in accordance with the Cumberland Council retention guidelines / CQC outcomes and must be archived for audit purposes.
8. Any amenity funds / petty cash must be audited by Cumberland Council finance team and maintained in a secure place until this has taken place.
9. A key inventory should be made to ensure all keys are tagged ready for when the building is handed over.

10. The security of the building should be maintained whilst all of the above issues are being dealt with and the establishment is being vacated.

Once the service is closed

Once the service is closed the Cumberland Council property unit or the lease holder must be notified.

For Cumberland Council properties the implementation team must follow:

- Installation of an intruder alarm
- Appoint a security contractor and inform the local police to provide intermittent patrols, monitored alarm responses and key holding services.
- Maintain grounds maintenance programme
 - Is there and evidence of blocked drains etc that require immediate action
 - If the grounds are not maintained this could cause local complaints.
- Winter
 - Retain heating at a low temperature / frost protection
 - Retain electricity supplies
 - Service and maintain fire alarms?
- Boarding up
 - Polycarbonate to the building ground floor and first floor windows. Traditional plywood boarding for the rest of the windows.
 - Metal door shutters to existing door openings.
- Lighting
 - Service / repair existing motion sensitive external lighting and install new units where required?
- Car park
 - Do these need to be leased out?
 - Do bollards etc need put in place?
 - Prevent unauthorised vehicle access.