

# C4 Protocol - Modernisation

## Appendix 1

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
✓	✓	✓	✓	✓	✓	✓	✓

## **Principles and protocol for service re-provision and the relocation of the people who use our services.**

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

### **Principles**

1. To follow this Protocol.
2. To minimise moves for the people who use our services.
3. To enable the people who use our service to move with friends (at least one) if possible.
4. To give the people who use our services a choice of options.
5. Viewings or short stays will be arranged to support the person using the service in 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 the people using the service, families, managers, professionals, and others, as appropriate in the assessment process.
8. Advocacy will be available to support the individuals in making choices.
9. Cumberland Care Services staff wherever possible will support the people who use the service 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 people who use the service and family members through the transition. Regular meetings on progress will be held between the social work teams and Cumberland Care Services staff.

2. Each person who use the service 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 will be completed with all the people who use the service 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.
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, including potential new services, will be provided by the social worker during the assessment. Where applicable CQC reports will be made available.
7. The people who use the service who wish to move into another Cumberland Care Services 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 people using the service could have their needs met in a community-based service, information about these services must be provided.
9. People using the service 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 people using the service and ensure a positive atmosphere is maintained in the service during a time which will be uncertain for some individuals.
11. The service manager will monitor the well-being of the people using the service and alert the social workers to any change in behaviour (e.g., anxiety etc)
12. All people using the service 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.

## **Practical Assistance**

The social workers and the Cumberland Care Services staff will work together in supporting the people using the service through the service closure and will facilitate moves in a variety of ways.

1. Provision of transport to visit new services
2. Arrangements will be made for the moving of personal belongings
3. The service will ensure that the 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 Cumberland Care Services staff to minimise stress on individuals throughout the service re-provision period.
4. To engage Independent Mental Capacity Co-coordinators where capacity issues are apparent and agree a course of action.
5. Work with other social work staff (Resource Monitoring Meeting) to define relocation options for residents.
6. Support the people using the services with their choice and identify relocation options.
7. Arrange individual transfer arrangements and post transfer reviews.

### **Service Manager**

1. Ensure Cumberland Care Services staff provide the people who are using the service 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, the person using the service 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 the person who use the service 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.