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| **EXPECT GROUP OF COMPANIES** | | | | | |
| **LEAVING THE SERVICE** | | | | | |
| **Scope**  This procedure describes the responsibilities of staff to support, inform and make appropriate arrangements, when it is necessary for the Service User to move/transfer, transfer to another service or leave Expect’s services entirely. | | | | | |
| **Related Documents**  MA007.1 SU Transfer Sheet  FA001 SU Cash and Valuables  FA002 SU Retained Property  FA012-FIN New/Amended/Terminated Package of Support Form | | | | | |
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| Signed: | | | | | |

**EXPECT GROUP OF COMPANIES**

**LEAVING THE SERVICE**

1. **AIMS**

* Service Users leaving a service have been fully consulted and agree to the move/transfer/change.
* Full consultation has taken place before a Service User moves/transfers out of a service to a new environment or provider.
* Where a Service User is given notice to leave a service, this is dealt with in a sensitive and considered way.

1. **STANDARDS OF EXCELLENCE**

* Every care and consideration is given in helping a Service User choose a new service.
* Service Users are treated with patience, care and consideration when preparing to leave the service.
* The key worker co-ordinates the arrangements for a Service User to move/transfer from a service.
* The meeting of the requirements of this procedure are monitored and audited by the Head of Care/Senior Support Worker and any necessary corrective action is taken.

1. **RESPONSIBILITIES**

## The Head of Care/Senior Support Worker (SSW) shall:

##### Ensure that, prior to a decision being made to move/transfer/transfer a Service User, it is discussed with the Service User and/or relative or advocate, Social Worker, Head of Care/Senior Support Worker, General Practitioner and, where appropriate, the Consultant and the person in charge of the proposed new service.

##### Ensure that the decision to move/transfer/transfer the Service User is recorded in the Service User's Person Centred Plan (PCP), giving details of the reasons for, and who instigated the move/transfer.

##### Complete a “New/Amended/Terminated Package of Support” form FA012-FIN and forward this to the Finance Department within 48 hours.

##### Agree arrangements for the move/transfer with the Service User and/or relative or advocate and any other person or agency involved, recording the agreement in the PCP.

##### Make arrangements for, or ensure that the Service User, relative or advocate has arranged appropriate transport.

##### Assist the Service User to pack their personal belongings, following Service Users' property procedures FA001 and FA002.

##### Arrange for at least one weeks medication to be available to accompany the Service User to their new service.

##### On the day of the move/transfer assess, or arrange for the senior person on duty to assess, whether the Service User is fit to be move/transferred. When there is any doubt the GP shall be called to see the Service User prior to them leaving the service. The assessment and any action required shall be recorded in the Service User's PCP by the person undertaking the assessment or summoning the GP.

## The Head of Care/Senior Support Worker shall:

##### As soon as it is known that the Service User is to be move/transferred, inform the relevant Divisional Director by email or telephone.

##### Inform the housing benefits of the date of the move/transfer.

##### Inform the Divisional Director and Finance Department, when the move/transfer has completed.