

October 17, 2019

POLICY STATEMENT

To ensure staff know the procedure when confronted with finding a Service User **deceased**.

PROCEDURE

In the event of arriving at a Service Users home and suspected them of being deceased, the following procedure must be implemented:

- Call emergency Services and follow their advice
- When appropriate inform your Coordinator/operations manager or general manager
- If it is out of office hours, inform the on call staff.
- Do not touch the Service user unless advised by the emergency services or other professional.
- The Senior Manager will, using the Service Users care notes, contact the next of kin and alert them to an emergency at the service users address (at no point will any Homecare D & D Ltd member of staff diagnose that the service user is deceased).
- Wait for emergency services to arrive and follow their instructions
- Do not leave the Service Users address until told to do so by the professional person
- The operations manager or General Manager will inform the CQC of the death without delay.
- Notification of the death of a Service User must be sent to the Care Quality Commission without delay and the name of the person making the notification recorded.
- The name of the Service User must not be identified and individuals must be referred to by a code which is unique to them when communicating with CQC.

The following information needs to be included

- A unique or identifier for the person
- The date they started using the service
- The service Homecare D&D provided
- The time the person was found by Homecare D&D Staff
- Where the person was found by Homecare D&D staff
- The procedure followed on finding the Service User
- Which emergency services and professionals attended?
- Next of Kin who attended (if any)
- Any concerns regarding their health or medication
- GP's name and address
- Personal details known
 - Date of birth
 - Gender
 - Ethnicity
 - Disability
 - Religion or belief
 - Sexual orientation

All documentation held will follow the confidentiality policy. Documents held at the service users home address will be collected at an appropriate time. Medication procedure will need to be implemented if Homecare D & D Ltd is responsible for medication.

We fully appreciate that this might be a distressing time for the care worker, training; counseling/support will be made available.

October 17, 2019

PROCEDURE FOR DETENTION UNDER MENTAL HEALTH ACT 1983

- Homecare D & D Ltd would always seek professional intervention on this matter, and would follow the advice of the profession body.
- The company will send information about the detention of a service user to the CQC without delay using the relevant codes and not the name of the Service User
- A record of all activity relating to the detention must be kept by the company
- Unauthorised absence whilst detained under the Mental Health Act become Notifiable when the service user has been absent after midnight on the day their absence began.
- A death occurring whilst detained under the Mental Health Act 1983 must be reported to CQC without delay and needs to include

Unique code number for the service user

Date admitted or started to use the service

Relevant dated and circumstances of the death, using codes where necessary

Personal details:

Date of birth

Gender

Ethnicity

Disability

Religion or belief

Sexual orientation

TRAINING

Staff will receive training to cope with the eventuality of dealing with death of a service user through internal and external training as available and required.