



**APRIL COMPLETE CARE SOLUTIONS LTD
(The “Company”)**

Handling of Individuals Money Policy

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Issued - 6.10.2016

POLICY ON THE HANDLING OF INDIVIDUAL'S MONEY

Policy Statement :

This policy is intended to set out the values, principles and policies underpinning April's approach to individuals who require help with the use of their money or finances as part of their care.

The goal of the April is to ensure that all assistance with individuals' money is provided on a sound, open, honest and transparent basis and that the highest standards of probity are followed at all times.

April believes as a general principle that individuals should retain or enhance their independence in dealing with their own money or finances for as long as possible and expects its care staff to support this principle. April fully complies with Standard 13 — Financial Protection of the National Minimum Standards for Domiciliary Care Agencies, published in accordance with the Care Standards Act 2000, which relates to the degree to which individuals' financial interests are handled and safeguarded.

Handling Individuals' Money, April believes that keeping your own money and spending it however you wish is a fundamental human right and an important element in maintaining our human dignity and in being able to exercise choice and autonomy.

April also recognises that in some cases its individuals lack the ability to manage their own money and require some help from care staff but that such arrangements, if not based within a clear and agreed framework, may be open to abuse or the risk of allegations of misuse. Therefore April operates the following procedures.

1. Staff in the April should ensure that safeguards are in place at all times to protect the financial interests of the individual.
2. When a new individual is assessed as a client, their ability to manage their finances will form part of the assessment and any concerns will be fully discussed with the individual's relatives, GP and/or social services key workers as appropriate. A description of the exact help they will need, if any, will be documented in their care plan and reviewed on a regular basis.
3. Staff should ensure that individuals retain effective control of their own money in all cases except where it is explicitly stated that they require aid.
4. Existing individuals who have difficulties dealing with their finances or with money should be offered support and help by the April only following a re-assessment of their condition and with the explicit agreement of the social services key worker/GP involved. All such agreements should be recorded in the plan of care.

5. Where the money of individual individuals is handled by staff (for example during accompanied shopping, unaccompanied shopping, collecting pensions, paying bills, etc) they should check and keep all receipts along with any other written records of transactions. The amount and purpose of all financial transactions undertaken on behalf of an individual, including shopping and the collection of pensions, should be recorded appropriately on the visit record held in the individual's home, signed and dated by the care worker and checked by the individual, if able to do so, or their relative or representative on their behalf as appropriate.

Individuals should be encouraged to keep money and valuables in a secure place at all times and not to leave money or valuables lying about. Standards Expected of Staff Care staff working for April should ensure that they:

- act with the highest standards of care, probity and honesty at all times
- respect individuals' rights to spend their own money in the way that they wish to spend it and to keep their own financial affairs private
- uphold an individual's right to confidentiality regarding their financial information
- only ever spend, use, carry, transport or invest an individual's money according to the individual's explicit instructions
- do not give individuals financial advice or information other than that which would reasonably be required as part of fulfilling their duty of care as set out in the plan of care
- declare any financial or business arrangements that they have which may cause a conflict with or compromise their ability to handle an individual's money honestly and impartially
- report to their line manager any discrepancies or problems relating to individuals' money or finances immediately, including worries or concerns that an individual may be being cheated or defrauded by a third party or has otherwise lost or mislaid money or valuables. The registered person of the April will keep a register that is open to inspection where staff should declare, in writing, any interest or involvement with:
 - any other agencies providing care or support services or responsible for commissioning or contracting those services, including where partners or other close family members own or manage at a senior level
 - other businesses providing domiciliary, day, residential or nursing care.

April work with vulnerable people where trust is of fundamental importance to the relationship. We therefore view any potential breach of that trust as a very serious matter indeed and any allegations relating to financial irregularities, the mishandling of individuals' money or financial affairs, dishonesty, theft or fraud will be rigorously investigated by the April according to its complaints or disciplinary procedure, the police being involved wherever indicated.

All substantiated cases of dishonesty, theft or fraud will be considered by the April as Gross Misconduct and subject to summary dismissal. Professional staff involved in any criminal act will be reported to their relevant professional bodies. April considers training extremely important to impress upon staff the requirement of maintaining high standards in dealing with individuals' money.

All new staff are encouraged to read the policies on handling individuals' money and involvement with individuals' financial affairs as part of their induction process. Existing staff will be provided with regular training updates.