



Review Sheet



Last Reviewed
15 Sep '20



Last Amended
15 Sep '20



Next Planned Review in 12 months, or
sooner as required.

Business impact



Changes are important, but urgent implementation is not required, incorporate into your existing workflow.

Reason for this review

Scheduled review

Were changes made?

Yes

Summary:

This policy outlines the processes to adopt when dealing with Service Users' finances and statements of account. The policy has been reviewed and an additional procedural section has been added in relation to audit and evaluation of the process. A new Financial Transaction Audit can also be found on the QCS management system. The reference number of this policy has changed. Previously it was AF07.

Relevant legislation:

- The Care Act 2014
- Equality Act 2010
- Human Rights Act 1998
- Mental Capacity Act 2005
- Data Protection Act 2018
- The Health and Social Care Act 2008 (Regulated Activities) (Amendment) Regulations 2012

Underpinning knowledge - What have we used to ensure that the policy is current:

- Author: CQC, (2018), *Regulation 13: Safeguarding service users from abuse and improper treatment*. [Online] Available from: <https://www.cqc.org.uk/guidance-providers/regulations-enforcement/regulation-13-safeguarding-service-users-abuse-improper> [Accessed: 14/9/2020]
- Author: SCIE, (2011), *SCIE Report 49: Assessment: Financial crime against vulnerable adults*. [Online] Available from: <https://www.scie.org.uk/publications/reports/report49.asp> [Accessed: 14/9/2020]
- Author: CQC, (2019), *Supporting note: Managing money belonging to people who use services*. [Online] Available from: https://www.cqc.org.uk/sites/default/files/documents/rp_poc2b_100486_20110627_v1_00_s_-_managing_money_belongs_to_people_who_use_services_for_external_publication.pdf [Accessed: 14/9/2020]
- Author: HM Government, (2017), *Making barring referrals to the DBS*. [Online] Available from: <https://www.gov.uk/guidance/making-barring-referrals-to-the-dbs> [Accessed: 14/9/2020]
- Author: Informi, (2020), *What are statements of account?*. [Online] Available from: <https://informi.co.uk/finance/what-are-statements-account> [Accessed: 14/9/2020]
- Author: Accounting Tools, (2019), *The statement of account*. [Online] Available from: <https://www.accountingtools.com/articles/what-is-a-statement-of-account.html?rq=the%20statement%20of%20account> [Accessed: 14/9/2020]

Suggested action:

- Encourage sharing the policy through the use of the QCS App
- Ensure the policy is discussed in planned supervision sessions with relevant staff
- Ensure relevant staff are aware of the content of the whole policy



Equality Impact
Assessment:

QCS have undertaken an equality analysis during the review of this policy. This statement is a written record that demonstrates that we have shown due regard to the need to eliminate unlawful discrimination, advance equality of opportunity and foster good relations with respect to the characteristics protected by equality law.



1. Purpose

1.1 To set out the values, principles and policies underpinning the approach of Inspiring Aspirations Plus Ltd T/A Inspiring Support to the management of Service Users' money and finances.

1.2 To ensure that Service Users retain or enhance their financial independence for as long as possible, whilst protecting them from the risk of financial abuse.

1.3 To ensure that a standardised approach is taken when dealing with invoices and the associated statement of account. The statements of account will include all necessary information and be delivered in a way that can be easily understood.

1.4 The CR74 - Safeguarding Policy and Procedure of Inspiring Aspirations Plus Ltd T/A Inspiring Support and Suffolk County Council's safeguarding procedures should be read and followed where there are concerns or reports of financial or material abuse.

1.5 To support Inspiring Aspirations Plus Ltd T/A Inspiring Support in meeting the following Key Lines of Enquiry:

Key Question	Key Lines of Enquiry
CARING	C1: How does the service ensure that people are treated with kindness, respect and compassion, and that they are given emotional support when needed?
CARING	C3: How are people's privacy, dignity and independence respected and promoted?
SAFE	S1: How do systems, processes and practices keep people safe and safeguarded from abuse?
SAFE	S2: How are risks to people assessed and their safety monitored and managed so they are supported to stay safe and their freedom is respected?
WELL-LED	W2: Does the governance framework ensure that responsibilities are clear and that quality performance, risks and regulatory requirements are understood and managed?

1.6 To meet the legal requirements of the regulated activities that {Inspiring Aspirations Plus Ltd T/A Inspiring Support} is registered to provide:

- ┆ The Care Act 2014
- ┆ Equality Act 2010
- ┆ Human Rights Act 1998
- ┆ Mental Capacity Act 2005
- ┆ Data Protection Act 2018
- ┆ The Health and Social Care Act 2008 (Regulated Activities) (Amendment) Regulations 2012



2. Scope

2.1 The following roles may be affected by this policy:

- | Registered Manager
- | Administrator
- | Care staff

2.2 The following Service Users may be affected by this policy:

- | Service Users

2.3 The following stakeholders may be affected by this policy:

- | Family
- | Advocates
- | Representatives
- | Commissioners
- | External health professionals
- | Local Authority
- | NHS



3. Objectives

3.1 Procedures are in place to assist and support Service Users who may need help in managing their financial affairs where this has been agreed as part of the Care Plan.

3.2 Service Users who lack the capacity to manage their own money are assessed in accordance with the Code of Practice issued with the Mental Capacity Act (2005) and their best interests are determined.

3.3 To provide staff and others who refer to this policy with a greater understanding of the requirements of the statement of account and how this will be provided to Service Users at Inspiring Aspirations Plus Ltd T/A Inspiring Support.



4. Policy

4.1 The objective of Inspiring Aspirations Plus Ltd T/A Inspiring Support is to prevent and reduce the risk of harm to Service Users from abuse or other types of exploitation, whilst supporting Service Users in maintaining control over their lives and in making informed choices without coercion. Inspiring Aspirations Plus Ltd T/A Inspiring Support will ensure the following:

- | That Service Users are supported to enjoy physical safety and feel secure
- | That they are free from physical and emotional abuse, harassment, neglect and self-harm
- | That they are protected, as far as possible, from avoidable harm, disease and injuries and are supported to plan ahead and have the freedom to manage risks the way that they wish

Inspiring Aspirations Plus Ltd T/A Inspiring Support believes that safeguarding is everybody's business with its workforce playing a part in preventing, detecting and reporting neglect and abuse. Safeguards against poor practice, harm and abuse are an integral part of care and support. Inspiring Aspirations Plus Ltd T/A Inspiring Support will work in partnership with Suffolk County Council, communities, commissioners and individuals to achieve its objective.

4.2 Inspiring Aspirations Plus Ltd T/A Inspiring Support will avoid, where possible, any involvement in the finances of Service Users, except where this is agreed as part of the Care Plan.

4.3 Inspiring Aspirations Plus Ltd T/A Inspiring Support will manage Service Users' finances, cash and funds in a manner which preserves their privacy, dignity, independence and choice.

4.4 Any identified or potential concerns in relation to the management of Service Users' finances will be treated seriously and reported immediately to Suffolk County Council's Safeguarding Team and the CQC.

4.5 The Registered Manager's Responsibilities

- | Ensure that Support Workers understand the policy and procedures as outlined
- | Take appropriate action to embed this policy, including the use of disciplinary procedures, monitoring, or additional training, ensuring that financial and material abuse is discussed in the training and subsequent supervision and development opportunities
- | Monitor the implementation of the policy and procedures through the examination of records and supervision of Support Workers
- | Ensure that financial transaction records are checked monthly and that issues arising are discussed with the Service User and Support Worker as soon as they arise
- | Arrange additional monitoring where the Service User is vulnerable due to mental frailty or visual impairment. Maintain a record of Service Users who are unable to sign records
- | Encourage Support Workers to report any concern they have about a Service User's ability to manage their affairs so that a mental capacity assessment and review of their needs can be carried out
- | Advise Service Users of the policy on non-acceptance of gifts, bequests, etc. and request that Inspiring Aspirations Plus Ltd T/A Inspiring Support keeps any valuables securely. This will be clearly stated in the Service User Guide
- | Provide support and advice for Support Workers, for example, if a Support Worker reports that they have noticed that a valued possession of the Service User appears to be unaccountably missing
- | Ensure that alternative solutions are sought to support Service Users being able to access their money so that Support Workers do not use the Service User's personal bank PIN numbers
- | Ensure that consent is sought from the Service User for the use of their phones in an emergency and where this is required as part of service provision
- | Ensure that all Support Workers have an Enhanced DBS and are cleared to work prior to commencing assignments
- | Ensure that The Recruitment Policy and Procedure at Inspiring Aspirations Plus Ltd T/A Inspiring Support is adhered to and that two written, verified references are obtained for a new employee prior to commencing work. Ensure that these are retained on file
- | Undertake a review of all safeguarding incidents, examine the root cause of the issue, identify any themes or trends and apply any lessons learned and share the learning
- | Ensure that, where required, statements of account are sent to all Service Users or their nominated



Inspiring Aspirations Plus Ltd T/A Inspiring Support

individual each month in a format that is easily understood by the receiver

- | Support and advice will be made available for Service Users who may not understand the statement of account

4.6 Support Worker Responsibilities

In all financial transactions with Service Users, Support Workers must:

- | Use a transaction record to note the amount of cash given by the Service User to purchase shopping and make sure that the Service User agrees with the entry
- | Obtain and keep receipts for what is bought, go through the receipt(s) with the Service User and give them the change
- | Record on the transaction record the total amount spent and change returned, with a summary of items bought (or the shopping list)
- | Write the transaction number on all receipts/lists and advise the Service User to keep the receipts
- | Ask the Service User to sign on each occasion that a financial transaction takes place. Support Workers will never ask a Service User to sign at a later date to confirm any of the required details. If this circumstance arises, the Support Worker will seek guidance from their line manager
- | Not buy items for themselves or other Service Users on the same bill
- | Keep the Service User's money separate from their own
- | Not use their own loyalty card when purchasing goods for Service Users
- | Not accept or keep the second item in a 'buy one get one free' deal when shopping
- | Not accept 'buy one get one free' or 'half price' when eating out with a Service User
- | Not sell nor dispose of any goods belonging to the Service User or their family. Neither will employees sell the Service User any goods, legal or otherwise, which belong to them or a third party
- | Not purchase any goods from a Service User or members of their family
- | Notify Inspiring Aspirations Plus Ltd T/A Inspiring Support if the Service User is struggling to obtain access to their money or requires assistance with finances, particularly if this is not part of the Care Plan
- | Raise concerns immediately if there is an unexplained shortage of money, despite an adequate income or immediately following benefit day or there are unpaid, or a sudden inability to pay, bills
- | Recognise and escalate concerns about financial or material abuse

4.7 Protecting Service Users from Financial Harm and Protecting Staff at Inspiring Aspirations Plus Ltd T/A Inspiring Support from Allegations of Financial Abuse

The following are not permitted by Inspiring Aspirations Plus Ltd T/A Inspiring Support:

- | Personal use of a Service User's phone, phone line, IP address or broadband connection
- | Visiting the Service User's home outside the scheduled time
- | Entering a Service User's home when a Service User is absent from their home
- | Taking friends, family members, including children to or into a Service User's home. This includes employees being escorted on Support rounds by family members or friends. An example would be a husband driving his wife to a Service User's home and waiting outside/in the car until the visit has been completed

4.8 Disclosure and Barring Referral

Inspiring Aspirations Plus Ltd T/A Inspiring Support will work with Suffolk County Council's Safeguarding Team and the Police where there are any allegations of financial abuse and will follow disciplinary procedures as part of the process, where required. Where the outcome of an investigation results in dismissal for financial or material abuse, it will refer an employee to the Disclosure and Barring Service. Where the employee resigns before an investigation can take place, Inspiring Aspirations Plus Ltd T/A Inspiring Support will undertake the investigation in their absence and if the allegation is upheld and Inspiring Aspirations Plus Ltd T/A Inspiring Support would have dismissed the individual, it will refer them to the Disclosure and Barring Service in their absence. Inspiring Aspirations Plus Ltd T/A Inspiring Support will notify the individual at all stages, giving them the opportunity to be involved in the investigation. A notification to the Care Quality Commission will also be submitted, where required.



5. Procedure

5.1 Service Planning

Before a service starts, there will be a discussion with the Service User about how they wish to manage their financial affairs including shopping for personal items. The following will be documented:

- | What the Service User needs to pay for
- | How financial transactions are managed safely
- | A risk assessment of their money management skills

5.2 Mental Capacity

It will always be assumed that a Service User has the capacity to manage their own finances. They have the right to make unwise decisions regarding money. However, if there are concerns, the Service User will be assessed in line with the Mental Capacity Act principles and any concerns will be escalated to either their legally appointed advocate or Suffolk County Council.

5.3 Privacy

Details of Service Users' finances and or transactions, where known, will not be discussed or supplied to any person without the permission of the Service User or their advocate.

5.4 Advocacy

- | Inspiring Aspirations Plus Ltd T/A Inspiring Support will not involve itself in the finances of any Service User unless requested to do so by the Service User or their advocate, and then only after all appropriate alternatives have been explored and tested for suitability
- | Jo Kerley will conduct research and then inform the Service User of sources of independent financial advice where the Service User requests such advice

5.5 Record Keeping

- | Inspiring Aspirations Plus Ltd T/A Inspiring Support will keep full, individual and receipted records of its financial transactions with or on behalf of the Service User. Those records will be in the Service User's home and stored in line with document retention schedules
- | Where staff are dealing with money directly with a Service User, they will record details of all transactions on a financial transaction record
- | Where purchases are made on behalf of the Service User using the Service User's own money, the receipt will be given to the Service User
- | The financial transaction records will be checked monthly by Inspiring Aspirations Plus Ltd T/A Inspiring Support to identify any discrepancies. Where a Service User lacks the mental capacity, the frequency of the checks must be increased and determined by Jo Kerley

5.6 Care Plans and Financial Profile

- | Care Plans will reflect who is responsible for the purchasing of personal items (e.g. clothing, wash products). Where any risks are identified regarding finances, a risk assessment will be in place with actions agreed by relevant parties, including the Service User if possible
- | If a Service User does not have capacity, Care Plans must record who will deal with financial matters; this may be more than one person but evidence of Enduring or Lasting Power of Attorney must be seen by Inspiring Aspirations Plus Ltd T/A Inspiring Support before discussions are held
- | Staff will not make any financial purchases that have not been agreed or planned by the Service User, or have not been previously agreed by their line manager

5.7 Shopping

- | Staff will always ask the Service User, or his/her representative, to make a precise list of goods required and to provide the approximate amount of cash to cover the bill. The member of staff will not use cheques, debit or credit cards belonging to the Service Users, or complicate arrangements by using their own money in any form. This includes contactless payments
- | When handing change to a Service User, the amount will always be agreed by both the Service User and the member of staff as correct with the receipt
- | Support Workers must not keep a Service User's money overnight, e.g. for shopping
- | Staff must not use a personal loyalty card when purchasing goods for a Service User



5.8 Involvement in Gambling

Where the Service User is assessed as lacking capacity to make informed choices in relation to gambling activities, the Care Plan will clearly document what the Support Worker is permitted to provide support with. Inspiring Aspirations Plus Ltd T/A Inspiring Support will involve the Service User's advocate with this decision making. Where a Service User expresses an informed choice to engage in gambling activity, an agreement will be reached at a service planning meeting between the Service User and Inspiring Aspirations Plus Ltd T/A Inspiring Support about the level of assistance and support required. Some considerations:

- | How much will be gambled?
- | What support is required?
- | What to do with any winnings
- | What will happen to winnings?
- | Publicity, should it be a large win
- | How to record/manage
- | If the Service User is exempt from this procedure.

A record of this discussion will be made in the Service User's record. Where the Service User agrees, monies spent and any winnings will be recorded in accordance with this procedure. Any receipts or spent lottery tickets will be attached to the statement of spending.

5.9 Completing the Financial Transaction Record Sheet

- | Ensure that the correct name and address is on the financial record sheet for the Service User prior to commencing any financial tasks
- | If the details are incorrect, contact Inspiring Aspirations Plus Ltd T/A Inspiring Support for advice
- | Record the date, nature of visit and amount given by the Service User
- | Document the amount spent – showing the receipt/s relating to the expenditure to the Service User
- | Document the change given – this will be counted back to the Service User
- | Any discrepancies must immediately be reported to the Service User and Inspiring Aspirations Plus Ltd T/A Inspiring Support
- | When collecting pensions or benefits only, the date, nature of visit, change given and signatures will be required. (Prior to collecting this benefit, you need to be aware of how much you will be receiving from the post office)
- | When collecting benefits and undertaking shopping, on return, record the amount given (pension collected), amount spent and then the change given to the Service User
- | Support Workers must request the signature or mark of the Service User
- | Support Workers must sign the transaction sheet as being correct
- | All receipts must be given to the Service User
- | The financial recording sheet must be completed on the day of the transaction
- | If a Support Worker becomes aware of a Service User having difficulties with budgeting, they must inform Inspiring Aspirations Plus Ltd T/A Inspiring Support immediately
- | A specimen signature of the care worker will be retained in the event of any queries

5.10 Paying Bills

- | Support Workers will not look at a Service User's personal bills and papers unless asked to do so by the Service User, in which case an entry will be made on the Care Plan
- | Inspiring Aspirations Plus Ltd T/A Inspiring Support will not tell anyone, including a Service User's relatives, about personal or financial information that **may** be acquired through assisting the Service User
- | Wherever possible, staff will encourage a Service User to arrange for all their bills to be paid direct from their bank account by standing order or direct debit. Where this is not possible, and a member of staff is involved in the payment, they will be paid as close to the Service User's home as possible, e.g. local post office or bank



Inspiring Aspirations Plus Ltd T/A Inspiring Support

- | When paying bills in cash, a member of staff must carry the cash securely and always check beforehand that the Service User has given them the correct amount to pay each bill
- | Staff must obtain a receipt for all bills paid for the Service User. The receipt must be given to the Service User
- | When handing change to the Service User, the amount will always be counted out in front of them. The amount must be agreed by both the Service User and the member of staff as correct with the receipt
- | Staff will always secure monies before leaving the post office or the Service User's home and not handle it outside. It is also preferable for collection of large amounts to be undertaken by car rather than on foot
- | Safe working practices will be established and staff collecting large amounts of cash will, wherever possible, do so in pairs

5.11 Beneficiary and Gifts

- | All staff are forbidden to act as witnesses to the signature of any documents such as Wills and Testaments. Neither staff nor the service may be a beneficiary under a Will of any past or present Service User. Staff must follow the AB51 - Gifts, Donations, Wills and Bequests From Service Users Policy and Procedure and failure to do so may result in disciplinary action
- | Support Workers and any other staff at Inspiring Aspirations Plus Ltd T/A Inspiring Support must not undertake any financial transaction with a Service User that involves the personal finances of a Support Worker or other employee, i.e. buying from or selling to an individual including catalogues, eBay, etc.
- | Support Workers must not agree with or suggest any activities involving financial transactions which are not specified in the Care Plan, without the prior involvement of Jo Kerley
- | Lending money or any other item to or borrowing from a Service User is not permitted
- | Catalogue sales or the use of any Service User's name or address by the Support Worker for their own purchasing or selling is not permitted

5.12 Security of Financial Information

Where the Service User's financial information is held on a computer or in a database within Inspiring Aspirations Plus Ltd T/A Inspiring Support, staff need to be aware of and adhere to the Data Protection Act. Any concerns with this will be discussed with Jo Kerley.

5.13 Staff must always report to their line manager any situation in which they feel vulnerable when dealing with Service Users' money, particularly if a Service User lacks capacity to make particular decisions for themselves, to be responsible for money received or if they are likely to be the subject of financial abuse by a third party.

5.14 Service Users Reporting Loss of Money

- | Any suspected thefts must be reported to Jo Kerley as soon as possible
- | Any incidents of staff being accused by the Service User and/or their representatives of negligence, must be reported to Jo Kerley as soon as possible
- | Following investigation by Jo Kerley, they will advise the Service User and/or their representatives to contact the police, if they have not done so, or contact them on their behalf if that is what the Service User wants
- | Jo Kerley will inform Suffolk County Council's Safeguarding Team and notify the CQC

5.15 Statements of Account

Following the signing of terms and conditions and commencement of the Support package, the preferred means as to how the statement of account will be received will be established. Inspiring Aspirations Plus Ltd T/A Inspiring Support will offer sending of the statements of account using the following means:

- | Paper and posted, or
- | Electronic via email

Immediately following each invoice run, statements of account will be produced for each fee account and will be attached to the invoice. The statement of account will list all transactions including:

- | Invoices
- | Credit notes



- | Any payments on account which are yet to be allocated

The layout will be as simple as possible for ease of understanding and will include the following:

- | Date
- | Detail (invoice, credit note, payment on account, etc.)
- | Reference (invoice number, for example)
- | Amount (credit notes and payments to be shown as negative figures)

The statement will be sent out on company headed paper with details of the person to be contacted in case of a query.

If paying electronically, it would be recommended that the customer has the bank account number and sort code of the designated bank on the statement along with the reference number. It is also recommended that the statement of account shows at the bottom of the statement the total amounts due for payment, overdue and not yet due, along with the credit terms.

5.16 Statements of Account will be:

- | Stored in line with local procedure
- | Readily available for the Service User to view
- | Shared on request, only if in line with appropriate consent, the Data Protection Act and Caldicott Principles
- | Sent to the Service User's representatives only as per pre-agreement by the Service User or in accordance within legislation (such as established powers of attorney)
- | Held and destroyed in line with the retention of records requirements

Inspiring Aspirations Plus Ltd T/A Inspiring Support may decide, for reasons entirely connected with protecting the Service User and in consultation with Jo Kerley, not to send out statements for a specific Service User. The reasons for the decision must be recorded on their file. Where the service is commissioned by a third party, e.g. Local Authority, they must be involved in this discussion and decisions.

5.17 Audit and Evaluation

Inspiring Aspirations Plus Ltd T/A Inspiring Support will regularly review and audit the financial transaction procedures at the service to ensure that they meet the requirements of the Service User and are being completed correctly by all staff. Where any concerns are found, these will be investigated by Jo Kerley in line with the PP03 - Discipline Policy and Procedure.

Staff can also refer to the Financial Transaction Audit on the QCS Management system to support further in this area.



6. Definitions

6.1 Appointee

- | An appointee is a person appointed by the Department for Work and Pensions (DWP) to handle someone else's benefit claims, receive the benefits and use the benefits for the welfare of the individual concerned when the person is unable to do it themselves

6.2 Deputy

- | A deputy is someone appointed by the Court of Protection to manage the property and financial affairs of someone who is assessed by a medical practitioner or social care professional as lacking capacity to make decisions on these matters

6.3 Court of Protection (CoP)

- | The Court of Protection (CoP) makes decisions on financial or welfare matters for people who cannot make decisions at the time they need to be made (they 'lack mental capacity')

6.4 Gambling

- | Gambling is defined as betting, gaming or participating in a lottery. That definition distinguishes between activities which need to be licensed and other activities which do not
- | Different gambling activities are divided into different categories known as sectors:
 - | Arcades (those for adults and those for families)
 - | Betting (online, at an event or in a high street bookmakers)
 - | Bingo (online or in a bingo hall)
 - | Casino (online or in a casino)
 - | Lotteries (raffles, tombolas, sweepstakes, etc.)
 - | Gaming machines (fruit machines, fixed odds betting terminals, etc.)

6.5 Financial Abuse

- | Abuse" includes financial abuse and for that purpose "financial abuse" includes:
 - | Having money or other property stolen
 - | Being defrauded
 - | Being put under pressure in relation to money or other property
 - | Having money or other property misused

6.6 Statement of Account

- | A statement of account is a detailed report of the contents of an account. It is also known as an account statement
- | An example is a statement sent to a Service User, showing billings to and from the Service User during a specific time period, resulting in an ending balance

6.7 Caldicott Principles

- | The Caldicott Principles were developed in 1997 following a review of how patient information was handled across the NHS
- | The Review Panel was chaired by Dame Fiona Caldicott and it set out six Principles that organisations should follow to ensure that information that can identify a patient is protected and only used when it is appropriate to do so
- | Since then, when deciding whether they needed to use information that would identify an individual, an organisation should use the Principles as a test
- | The Principles were extended to adult social care records in 2000



Key Facts - Professionals

Professionals providing this service should be aware of the following:

- 1 Inspiring Aspirations Plus Ltd T/A Inspiring Support is proactive in ensuring that Service Users manage their own finances and follow the Mental Capacity Act where Service Users lack capacity to manage their finances
- 1 Procedures identified within this policy enable a culture that minimises the risk of financial abuse and seeks to safeguard Service Users
- 1 Robust administration and record keeping are necessary to protect all parties when dealing with Service Users' finances
- 1 Statements of account will be produced monthly, where necessary, and sent to the Service User either via paper format or electronically as agreed
- 1 You may have queries from the Service User in relation to the statement of account and, therefore, must have the knowledge to discuss this or be able to refer to a suitably experienced and knowledgeable member of staff at Inspiring Aspirations Plus Ltd T/A Inspiring Support
- 1 As the statement of account is held within the Service User's personal records, it is subject to robust safe storage, retention and disposal requirements in line with legislation and national standards



Key Facts - People affected by the service

People affected by this service should be aware of the following:

- 1 Inspiring Aspirations Plus Ltd T/A Inspiring Support believes that keeping your own money and spending it on whatever you want is an important element in maintaining human dignity and exercising choice and autonomy
- 1 Inspiring Aspirations Plus Ltd T/A Inspiring Support will help you with your shopping where it is agreed as part of your Care Plan
- 1 Where others are involved in the management of your finances, all transactions are recorded so that you have a record of how your money is spent
- 1 You have the right to receive a statement of account every month, where necessary, and if you have any queries, a member of staff will be able to discuss this with you
- 1 Statements of account will be held on your records and can be accessed when you need to; they will be stored safely and only shared with your consent



Further Reading

As well as the information in the 'underpinning knowledge' section of the review sheet we recommend that you add to your understanding in this policy area by considering the following materials:

GOV.UK - Deputies: make decisions for someone who lacks capacity:

<https://www.gov.uk/become-deputy/fees>

Which - guide to managing others' financial affairs:

<https://www.which.co.uk/elderly-care/financing-care/managing-your-relatives-financial-affairs>

NHS document- Dementia and managing money:

<https://www.nhs.uk/conditions/dementia/finances/>

Citizens Advice: Managing affairs for someone else:

<https://www.citizensadvice.org.uk/family/looking-after-people/managing-affairs-for-someone-else/>



Outstanding Practice

To be 'outstanding' in this policy area you could provide evidence that:

- 1 Service Users are fully supported to be as independent as possible with managing their own finances
- 1 Robust systems are in place to account effectively for Service Users' financial transactions
- 1 Procedures and systems are audited effectively to ensure that they remain fit for purpose and reconcile accordingly
- 1 Statements of account are stored, retained and disposed of in line with national requirements
- 1 Statements of account are reviewed to ensure that they are simple to understand and meet any changes to legislation, regulation or best practice
- 1 The wide understanding of the policy is enabled by proactive use of the QCS App



Forms

The following forms are included as part of this policy:

Title of form	When would the form be used?	Created by
Financial Risk Assessment - AF09	As part of service planning or if there are concerns that a Service User's mental capacity is fluctuating.	QCS
Authority and Agreement for The Service to Handle a Service User's Cash - AF09	To be read and signed as agreed by the Service User where money is held on their behalf.	QCS
Financial Transaction Record Sheet - AF09	When any financial transactions are carried out on behalf of the Service User.	QCS
Specimen Signature Form - AF09	When a care worker is required to complete a financial transaction record.	QCS

Service User Name:	
Date of Assessment:	
Identified risk and management strategy:	
Risk of abuse from inappropriate financial advice:	
Risk of third-party handling of money:	
Risk of loss of valuable assets:	
Signed (person assessing):	

Inspiring Aspirations Plus Ltd T/A Inspiring Support

The policy of Inspiring Aspirations Plus Ltd T/A Inspiring Support is to **not** handle any finances or cash on behalf of Service Users and to ask a family member or independent advocate or advisor to act on behalf of any Service User who is unable or unwilling to handle their own finances or cash.

In certain cases, where there are no alternatives, Inspiring Aspirations Plus Ltd T/A Inspiring Support may agree to hold small quantities of cash for a Service User, in safekeeping, with the Service User having access at all times. In such an event:

- A written record of permission to hold the money must be signed by the Service User or their authorised representative
- A full record of all transactions will be kept
- The maximum amount to be held will be agreed locally and the family member or advocate responsible must ensure that the amount held is not more than this amount, and is topped up to a reasonable amount, taking account of the expenditure experience
- A copy of the account record will be sent on a monthly basis to the authorised person

Authority and Agreement for Inspiring Aspirations Plus Ltd T/A Inspiring Support to handle a Service Users' cash subject to the above procedures:

Service User's name:

Service User's signature:

Date:

Registered Manager's signature:

Date:

Specimen Signature Record

I confirm that this is my signature and that it may be used to verify entries in care visits, medication administration records or financial transaction records or similar documents related to the provision of care.

I understand that this record will be held with my personnel file and will be stored and archived in line with GDPR and the AB62 - Archiving, Disposal and Storing of Records Policy and Procedure at Inspiring Aspirations Plus Ltd T/A Inspiring Support.

Name	Initials	Signature
Date Completed:		