



Executive Board

*****Supplementary Agenda*** -**

*****Appendices for Item 3B*****

Thursday, 4 June 2015 2.00 p.m.

The Boardroom, Municipal Building

A handwritten signature in black ink, appearing to read 'David W R'.

Chief Executive

**ITEMS TO BE DEALT WITH
IN THE PRESENCE OF THE PRESS AND PUBLIC**

PART 1

Item 3B Service Closure Policies and Procedures Appendices For -	Page No
(C) MARKET OVERSIGHT AND MANAGEMENT	1 - 4
(D) MANAGING A PLANNED SERVICE CLOSURE	5 - 30
(E) MANAGING AN UNPLANNED SERVICE CLOSURE	31 - 65

In accordance with the Health and Safety at Work Act the Council is required to notify those attending meetings of the fire evacuation procedures. A copy has previously been circulated to Members and instructions are located in all rooms within the Civic block.

***Please contact Angela Scott on 0151 511 8670 or
Angela.scott@halton.gov.uk for further information.
The next meeting of the Committee is on Thursday, 18 June 2015***

TIME LINE

SERVICE:

MONTH:

COMPLETED BY:

Area of Concern	Specific Identified Issue	Actions Required	Outcome
Safeguarding Reports			
Whistleblowing			

Social Worker and/or Professionals Concerns			
Contractual			
Notifications			
Strategic/Leadership			
Family Concerns			

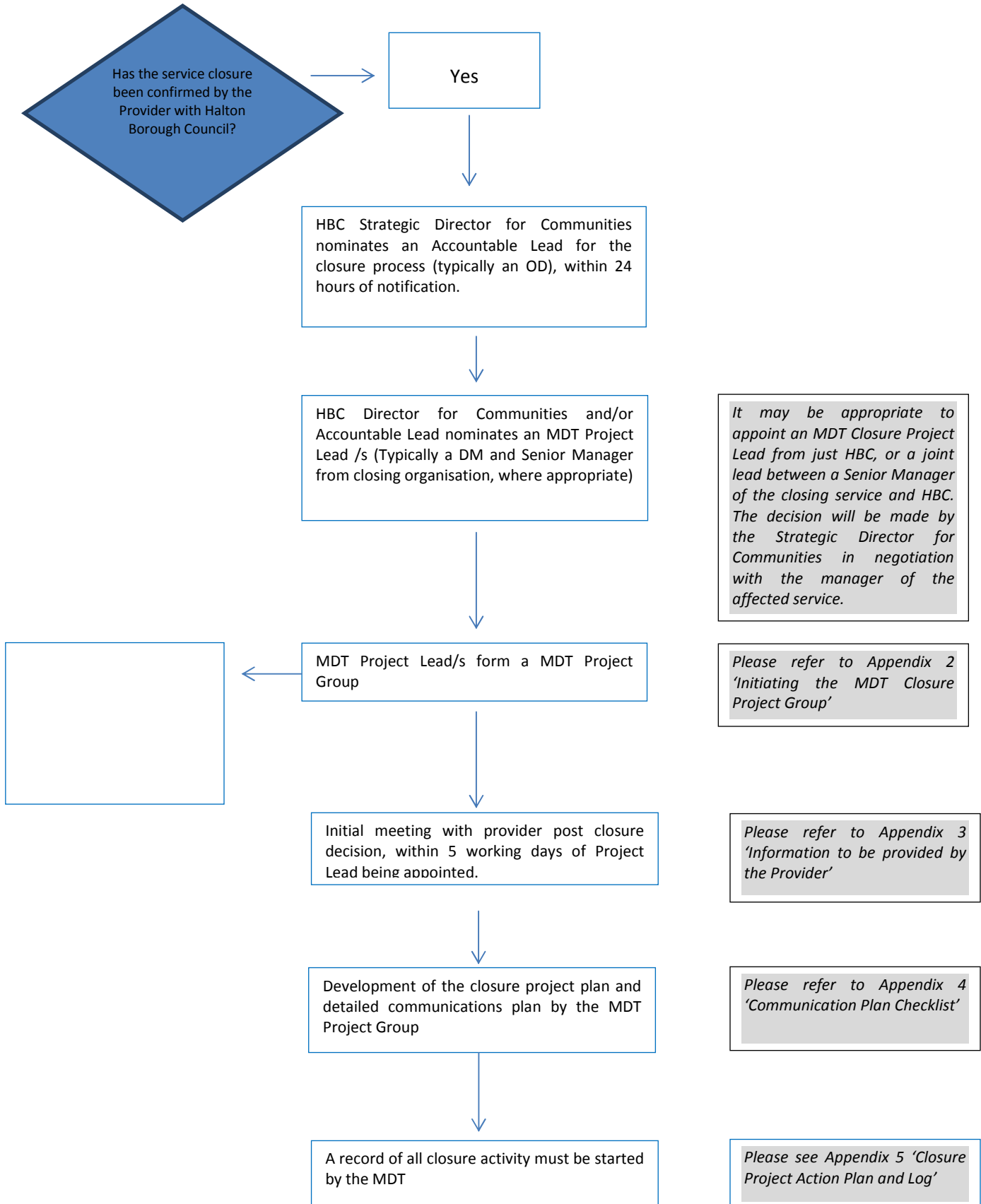
Emergency Contingency Planning and Procedures

Overview Service overview	
Rationale Reasons for emergency contingency plan and anticipated outcomes	
Contingency Actions Detail actions to be taken	
Briefing Details of who has to impellent this plan and have they been briefed	

Appendix 1 Halton Borough Council Service Closure Policy

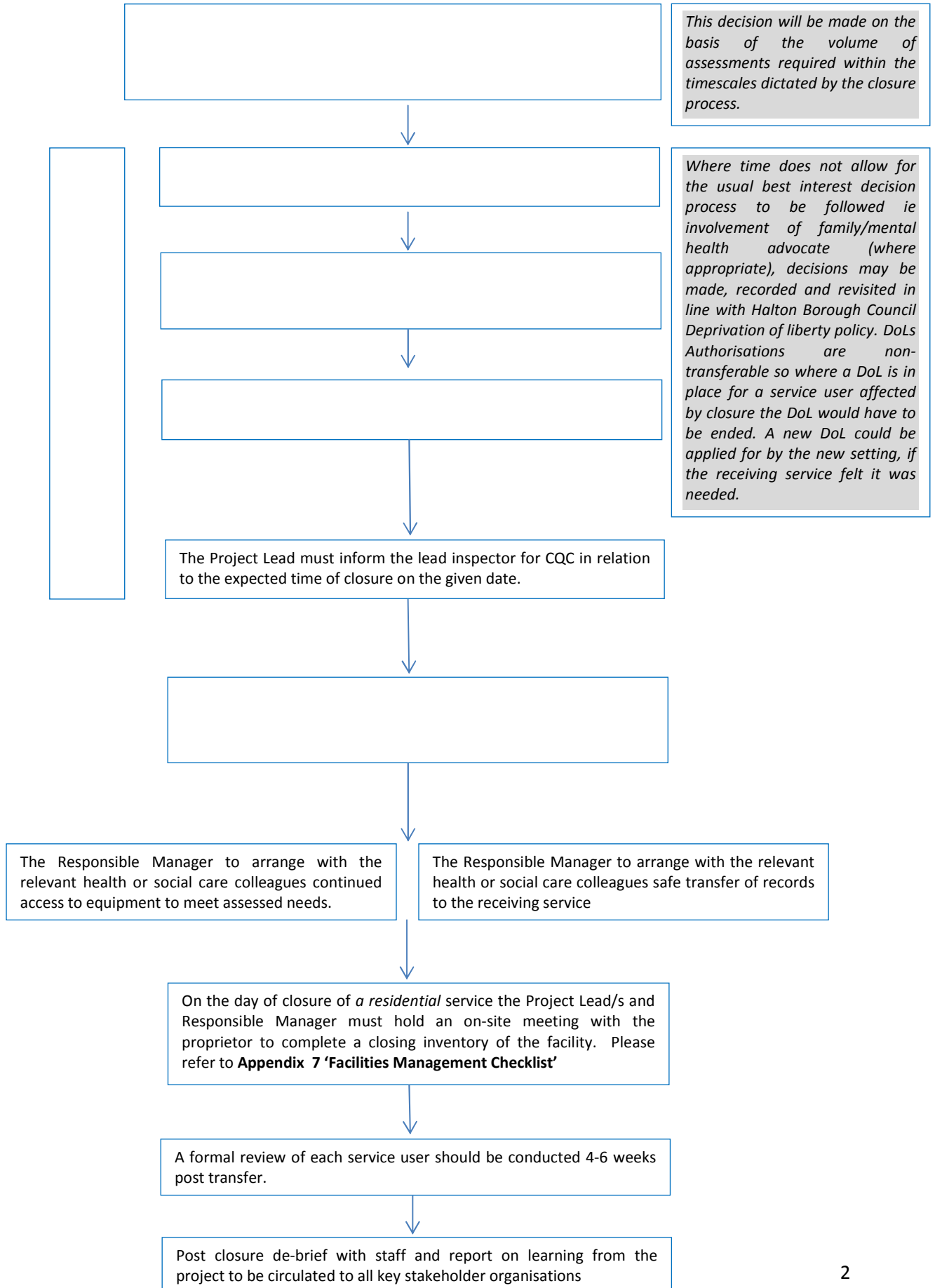
Responding to a Planned Service Closure Flow Chart

Stage 1: Responding to closure notification



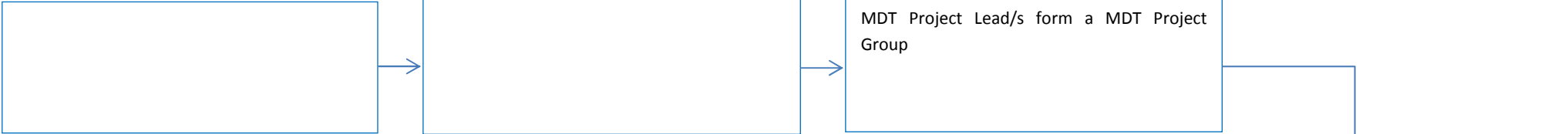
Appendix 1 Halton Borough Council Service Closure Policy

Stage 2: Assessment, Care Planning and Transfer

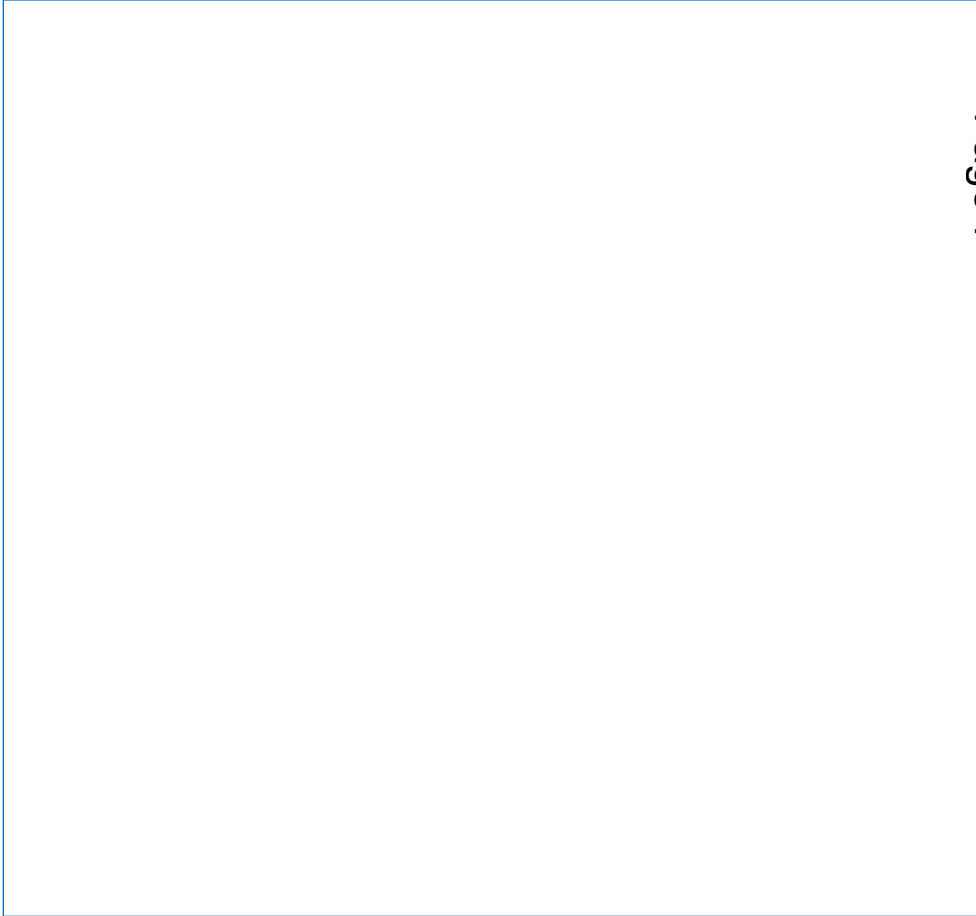


Appendix 2 Halton Borough Council Service Closure Policy

Initiating the MDT Closure Project Group

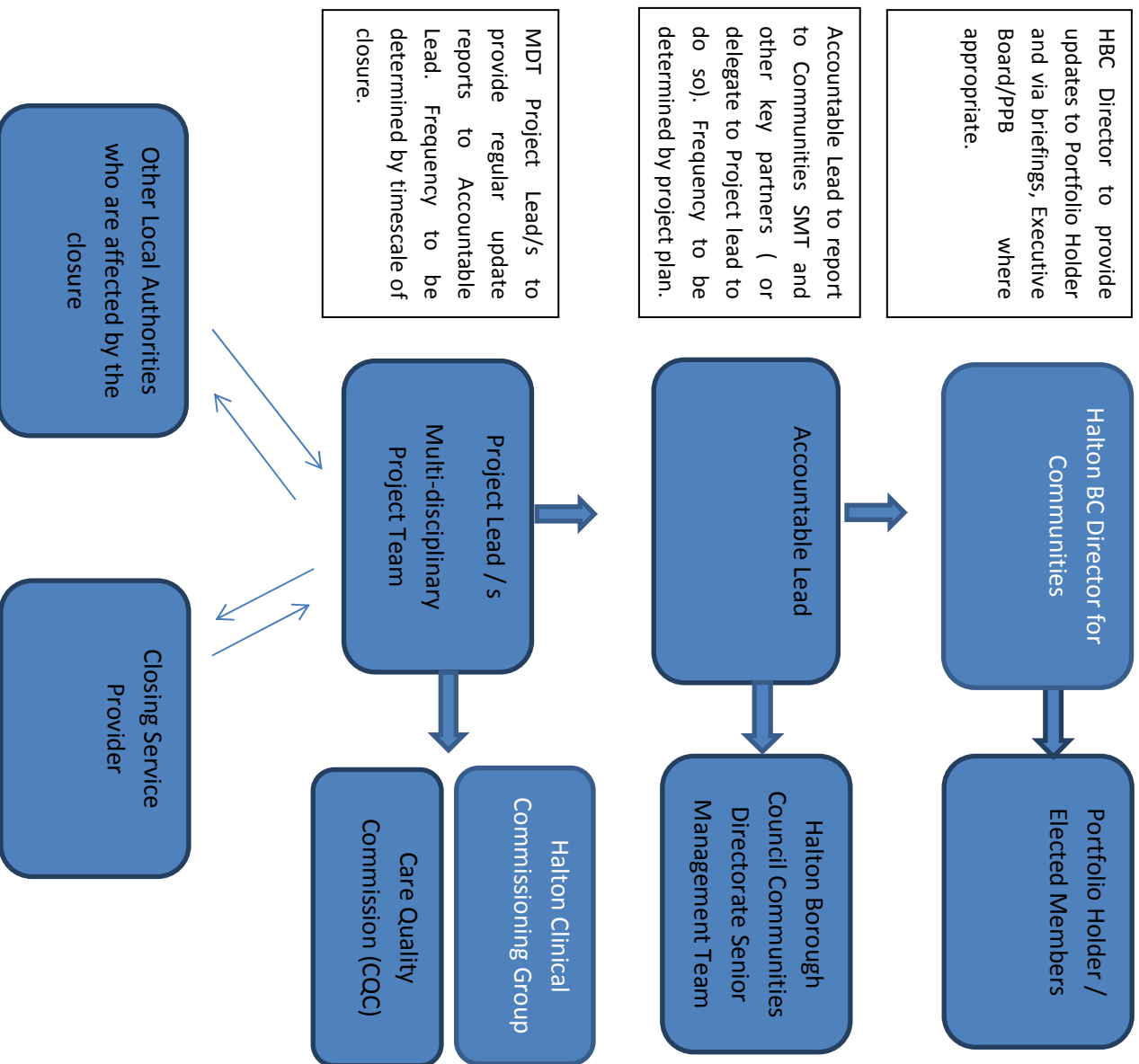


It may be appropriate to appoint an MDT Closure Project Lead from just HBC, or a joint lead between a Senior Manager of the closing service and HBC. The decision will be made by the Strategic Director for Communities in negotiation with the manager of the affected service.



Appendix 2 Halton Borough Council Service Closure Policy

Reporting Flowchart



Appendix 2 Halton Borough Council Service Closure Policy

Key roles

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Care Management Divisional Manager will be responsible for identifying and coordinating resources to undertake assessments.

Care Managers will review those residents who have been allocated to them by the Care Management Divisional Manager, and will work with service users/carers and relatives to find alternative services.

Quality Assurance Team Manager will identify those service users funded through HBC Adult Services, those services funded by other LA's and wherever possible detail on any self-funders within the service. Identify alternative service provision.

Commissioning Manager where a service is decommissioned they would be responsible for identification of suitable alternative service provision.

CQC As the regulatory body they are responsible for regulating the service and standards of service provided. They may also be responsible for giving/receiving information depending on the nature of the closure.

Halton NHS Clinical Commissioning Group responsible for ensuring health needs are identified, considered and met.

Out of hours/on call ASC Senior Management cover must be identified.

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MDT responsibilities

Overarching responsibilities of the MDT	Done
Undertake the closure of the service, under the direction of the Project Lead/s and Accountable Lead	
Receive progress reports from MDT Members	
Monitor progress against agreed milestones	
Ensure rights of residents and staff are protected	
Coordinate work of key partners	
Provide progress reports in line with reporting flow chart	
Act as an 'information hub' and coordinate all messages to be communicated to service users, staff and the wider community	
Ensure compliance with legislation	
Ensure people can exercise rights	
Involve advocates as necessary and in liaison with social workers	

Appendix 2 Halton Borough Council Service Closure Policy

MDT Actions

MDT Actions	Status
Set out the closure timetable	
Agree the communications plan	
Develop the project plan	
Undertake local risk assessments	
Undertake an organisational risk assessment (in the case of the local authority also in respect of the wider market for social care)	
Undertake local risk assessments, looking at the impact of closure of the local community	
Coordinate individual risk assessments, undertaken by social workers and key workers	
Review individual support plans	
Co-ordinate activity for work streams	
Ensure project meets milestones	
Prepare progress reports	
Review the implementation of the communication plan	
Arrange for an Approved Mental Health Practitioner (AMHP) to undertake mental capacity assessment as necessary	
Arrange with the AMHP 'best interest' meetings as necessary	
Ensure involvement of key partners	
Review needs of workforce	
Support re-settlement/relocation of workforce	
Recognise and respond to the emotional needs of workforce	
Meet with the relevant social work manager to ensure all residents are allocated a social worker	
Ensure decisions are taken about who will act as the lead professional	
Make sure an updated assessment is completed so that the new provider	

Appendix 2 Halton Borough Council Service Closure Policy

has up to date information	
Take steps to inform the local GPs and health workers of the decision and the timetable for closure	

The key worker designated as lead professional for each individual will need to: <i>Where the resident is publically funded there will be a care co-ordinator/social worker/reviewing officer involved in reviewing and restructuring the care and support plans for each individual.</i>	
Contribute to the risk assessment for each individual with whom they work	
Liaise with the social work manager or care coordinator of the funding agency where appropriate	
Contribute to revising the care/support plan	
Maintain contact with family/friends	
Arrange medical /nursing assessments where necessary	
Review equipment for moving	
Ensure dietary needs are fully recorded	
Support people to work through the loss of their home	
Support people to visit potential new homes	

Self-funders	
Self funders should be offered a key worker to undertake an assessment and care planning	

[Source: Managing Care Home Closure, Social Care Association, 2011]

Appendix 3 Halton Borough Council Service Closure Policy

Information Exchange Checklist

Once provider closure is confirmed the following information must be sought from the Provider	Responsible MDT Member	Format of information be provided (ie electronic, paper, fax)	Date to be provided	Date provided
Notice Requirements				
Any consultation that has been undertaken (Planned closure) (Residents/Relatives/Advocate)				
Potential staffing implications				
Actions taken to maintain care standards and continuity of care				
Residents Profile (<i>Names, previous addresses, dob, date of admission, sharing arrangements/friendship groupings, next of kin and relative contact details, appointeeship details, GP details, medication records, copy of care plan, special/complex needs etc</i>).				
Details of any Staff briefings that have been undertaken				
Name, contact, location, employer of the identified Responsible Service Manager				
Transfer of client information <i>Residential Service</i> <ul style="list-style-type: none"> • Service user social care assessment, health assessment, risk assessments • Inventory of residents' belongings • Transfer of care plans (Including Medication) 				

Appendix 3 Halton Borough Council Service Closure Policy

<p><i>Domiciliary</i></p> <ul style="list-style-type: none"> • Staff details (TUPE) • Service user details inc social care assessments, health assessments, risk assessments 				
<p>Financial issues</p> <ul style="list-style-type: none"> • Transfer of appointee function • Identify service users who are publicly funded / Preserved rights / Privately funded / Other local authority residents • Assessed contribution of client details 				
<p>Equipment protocol</p> <ul style="list-style-type: none"> • Service users assessed equipment needs • Who provides equipment • Last equipment service date 				
<p>Safeguarding</p> <ul style="list-style-type: none"> • Any ongoing safeguarding investigations 				

Appendix 4 Halton Borough Council Service Closure Policy

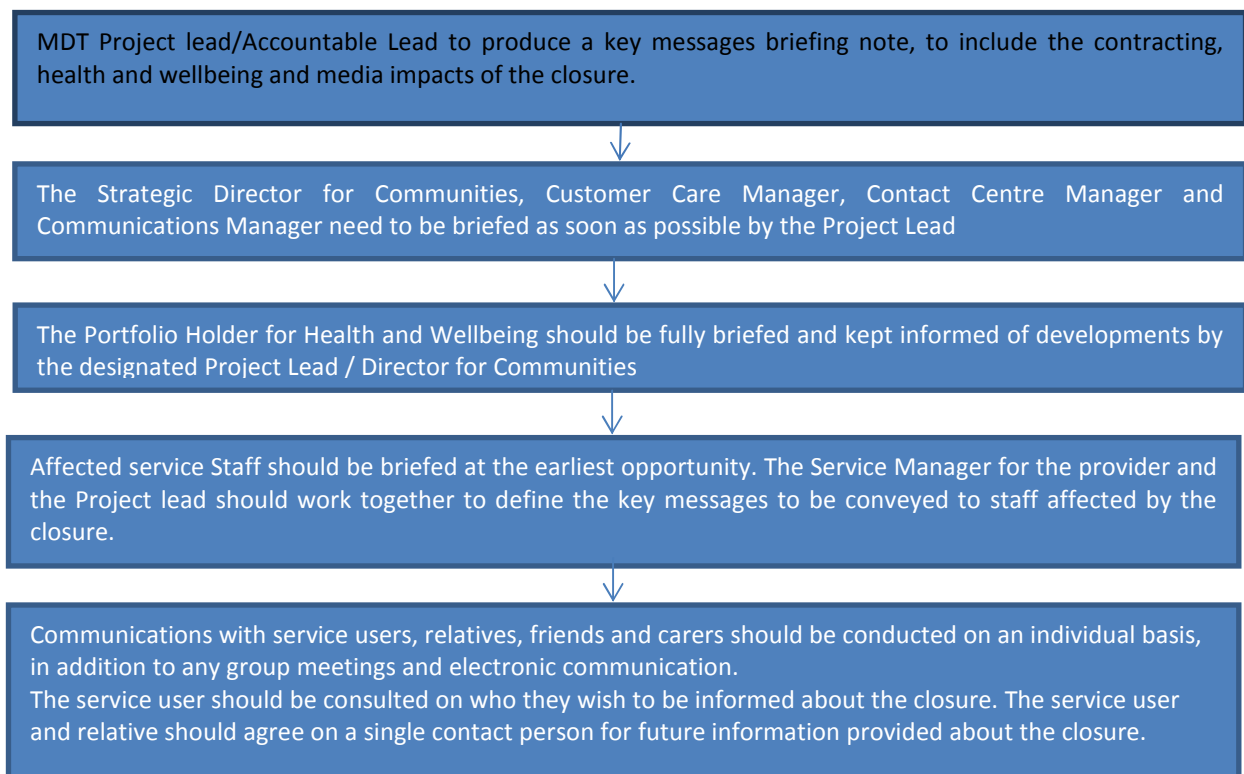
Communications Checklist

The closure timescales will dictate how much of this process can be followed, but it the principals of the flow chart below should be adhered to. Good communication, at the right time, will aid the transition to alternative services whether in a planned or unplanned situation.

The communication plan should consider the use of approaches such as:

- o Home / service newsletter produced as regular intervals
- o Large meetings
- o Small group meetings
- o Individual one-to-one discussions
- o Electronic communications including using social networking such as Facebook and Twitter
- o Registered manager and/or nominated individual to publicise their availability for personal questions and discussions. This could be 'open door' or planned and bookable times
- o Notice boards giving updates, timescales, photos of new options for moves, information about planned moves for people, notice of meetings and contact details of significant people and organisations like CQC.
- o A media strategy, including clear protocols for responses to queries and use of media during consultation and subsequently.

Communicating key messages flow chart



It is important to involve staff who know the individual residents / service users well and seek specialist advice if necessary, so that the right decisions are made about what additional information is provided and the methods used, to enable the best outcomes. This is particularly important for those with a learning disability or other cognitive impairment.

Appendix 4 Halton Borough Council Service Closure Policy

Communications checklists

The notification letter/verbal information to be issued to service users affected by the closure should include, as a minimum, the following information:	
Reasons for the decision to close	
Decisions that remain to be taken (about how and when the closure will take place) and what further consultations will take place, in a planned closure situation)	
Process for decision making (this will need to reflect the type of owner and how they make decisions)	
Timescales involved	
People's rights and how they can be exercised(in the case of the local authority owner) options for appeals or representations	
Complaints process	
Proposed arrangements for managing the closure	
Clear detail of when specific information will be available	
Support that residents and families will be provided with.	

Where it has been agreed with the service user affected by the closure, the identified family member/carer should be informed in writing. The letter should include, as a minimum:	
Reasons for the closure	
Reassurances places will be available elsewhere	
Information about vacancies	
Steps relatives will be expected to take	
Who will provide assistance	
The contact person/point	
Messaging should be consistent, open and honest	
Regular updates are advisable	

Appendix 4 Halton Borough Council Service Closure Policy

On-going provision of information	
Inform all service users, family/carers and staff are made aware of the frequency of which information will be provided	
Inform about what format the information will be provided in i.e. letter, social media, meetings, 121	
Inform about the process that service users, family/carers and staff can request information or clarity	

Appendix 5 Halton Borough Council Service Closure Policy
Project Closure Action Plan and Log

Date : ? / ? /20
(dd/mm/yy)

Name of Service :

Address :

Contact Telephone Number/s:

VERSION CONTROL:

REFERENCE

Managed transfer of responsibility – Legal Authority to act under S2: Local Government Act 2000 ‘Well Being Powers’

Appendix 5 Halton Borough Council Service Closure Policy

OVERVIEW OF PROFESSIONALS INVOLVED IN THE HOME CLOSURE

NAME & DESIGNATION	CONTACT DETAILS
Owner of Service:	
DASS Lead	
Project Lead/s (with responsibility for completing this form):	
CQC Inspector:	
HBC Legal:	
Halton Accountable Lead:	
NHS Halton CCG Lead:	

Appendix 5 Halton Borough Council Service Closure Policy

OBJECTIVE	BY WHOM	TIMESCALE	COMMENTARY
Risk Plan			
Confirm Actions taken to support provider			
Confirm HBC legal view on closure			
Collate details of all Halton service users			
Confirm reviews requires/ action reviews			
Confirm contract requirements			
Prepare communications briefings (see Appendix 4 Communications Checklist)			
Confirm local voids and vacancies			
Meet with DASS Lead to confirm actions			
Arrange independent advocacy for those who may require			
Inform CQC of decisions			
Schedule meetings with Service owners			
Staffing (on-going)			
Confirm Responsible Manager supervision arrangements			
On-going review of staffing needs of home (care and ancillary)			

Appendix 5 Halton Borough Council Service Closure Policy

OBJECTIVE	BY WHOM	TIMESCALE	COMMENTARY
Responsibility for Commissioning staffing to cover for any shortfall			
Responsibility for rotas, supervision and personnel related queries/actions e.g. leave, sickness			
Out of hours/on call senior management cover			
Finance			
Agreement for Provision of funding stream for managed period			
Staffing			
Food			
Service Users Personal Allowance			
Utilities/services			
Property/buildings insurance			
Petty Cash			
Maintaining existing service			
Inventory to be completed with Proprietor at start of managed period			

Appendix 5 Halton Borough Council Service Closure Policy

OBJECTIVE	BY WHOM	TIMESCALE	COMMENTARY
Proposed agreement between Proprietor and LA re terms of reference for managed period			
Running activity and finance logs (to commence at point of handover until end of managed period)			
Handover of Home related information to include – Staff records, Staff rotas, suppliers of Goods/Services, Insurance cover, any planned facilities maintenance during managed period			
Communication with service users, relatives and other Local Authorities			
Risk assessments for Environment			
Risk assessments for service users			

Page 23

OBJECTIVE	BY WHOM	TIMESCALE	COMMENTARY
Engagement with health professionals e.g. DN/CPN/GP			
Handover of all resident related information e.g. care plans, medication charts, health records, relative contact details			

Appendix 5 Halton Borough Council Service Closure Policy

OBJECTIVE	BY WHOM	TIMESCALE	COMMENTARY

IDENTIFICATION OF NEW PLACEMENTS

OBJECTIVE	BY WHOM	TIMESCALE	COMMENTARY
Halton Funded Service Users			
Information on local vacancies via placement officer			
Updating Community Care Assessment by Care Managers			
Detailed Community Care Assessment to placement officer			
Inventory of personal effects			
Communication with service user and relations			
Liaison/updating Transfer Coordinator			
Non Halton LA Funded Service Users			
Identification of named manager and communication	Halton Transfer Coordinator		
Updating Community Care Assessment			

Appendix 5 Halton Borough Council Service Closure Policy

OBJECTIVE	BY WHOM	TIMESCALE	COMMENTARY
Identification of vacancies			
Inventory of personal effects			
Communication with Service User and relatives			
Liaison with Transfer Coordinator			
Self-Funding Service Users			
Allocation of Care Manager for completion of Community Care Assessment			
Assistance and advice re placements			
Inventory of personal effects			
Liaison with Transfer Coordinator			
Completion of closing inventory of the home			
Communication with CQC re detail of closure			
On site Closure meeting with Proprietor			

Appendix 5 Halton Borough Council Service Closure Policy

OBJECTIVE	BY WHOM	TIMESCALE	COMMENTARY
Handover of keys			
Responsibility for financial recover and reconciliation			

Appendix 6 Halton Borough Council Service Closure Policy

Client Finance Checklist

General Issues	Action: Social Worker
Is the manager, owner or any other staff member the benefit appointee for any of the residents?	
Is the home holding any cash which belongs to any residents?	
Is the home holding any benefit or bank books which belong to any of the residents?	
Is the home holding any valuables on behalf of any resident?	
Does anyone connected with the home have access to any residents' savings accounts?	
Does anyone connected with the home manage the financial affairs for any of the residents?	
Residence Issues	Action: Social Worker
What date did the resident take enter the accommodations?	
Was the resident placed by Cheshire or Halton Social Services?	
Did the resident make his/her own arrangements?	
Is another local authority involved?	
Does the resident have protected status?	
Does the resident manage his or her own financial affairs?	
Are all the residents present in the home?	
Benefit and Finance Issues	Action: Finance Staff
Is the resident in receipt of benefits?	
Who holds the resident's benefit books?	
Does the resident have an appointee for benefit purposes?	
Does anyone have power of attorney on the resident's behalf?	
Does anyone else manage the resident's financial affairs?	

Appendix 6 Halton Borough Council Service Closure Policy

Financial Assessment Issues	Action: Finance Staff
Has the resident had a Cheshire or Halton financial assessment?	
Does the resident pay another authority for the accommodation?	
Does the resident meet the cost of the accommodation from his or her own finances?	
Does a 'third party' make any payments towards the cost of the accommodation?	
Does the resident have any standing orders or direct debits in force to pay for the accommodation?	
Does the resident hold any outstanding invoices for services provided by the home?	
Does Halton hold any outstanding invoices for services provided by the home?	

Appendix 7 Halton Borough Council Service Closure Policy

Facilities Management Checklist

WHAT	ACTION REQUIRED	LEAD PERSON	TIME SCALE	PROGRESS UPDATE
Gather all relevant stakeholders information	Contact/write to <ul style="list-style-type: none"> • Day Centres • PCT/LCC • SW/GPs • Agencies • Utilities • Community nurses • Transport • Trade directories • Neighbours 			
Keys	Collect keys from any key holder			
Signage	Remove all signage			
Credit cards	Cancel any organisation's credit cards			
IT	Inform any IT department <ul style="list-style-type: none"> • Remove access to network • Phones to be diverted • Computers to be removed 			
Insurance	<ul style="list-style-type: none"> • Inform building and contents insurers if building is to be empty • Liability and indemnity insurance cancelled 			
Vacancy rates	Apply for vacancy rates			
Utilities	Take a reading of gas/water and electric. Ask for final phone bill and broad band bill			
Portable and electrical equipment	Remove all small electrical equipment, i.e. TVs music systems, microwaves			
Inventory	Check inventory against any checklists			
Fridges/Cupboards	Empty cupboards and fridges, leave fridge doors open			
Mail	<ul style="list-style-type: none"> • Inform bands and other 			

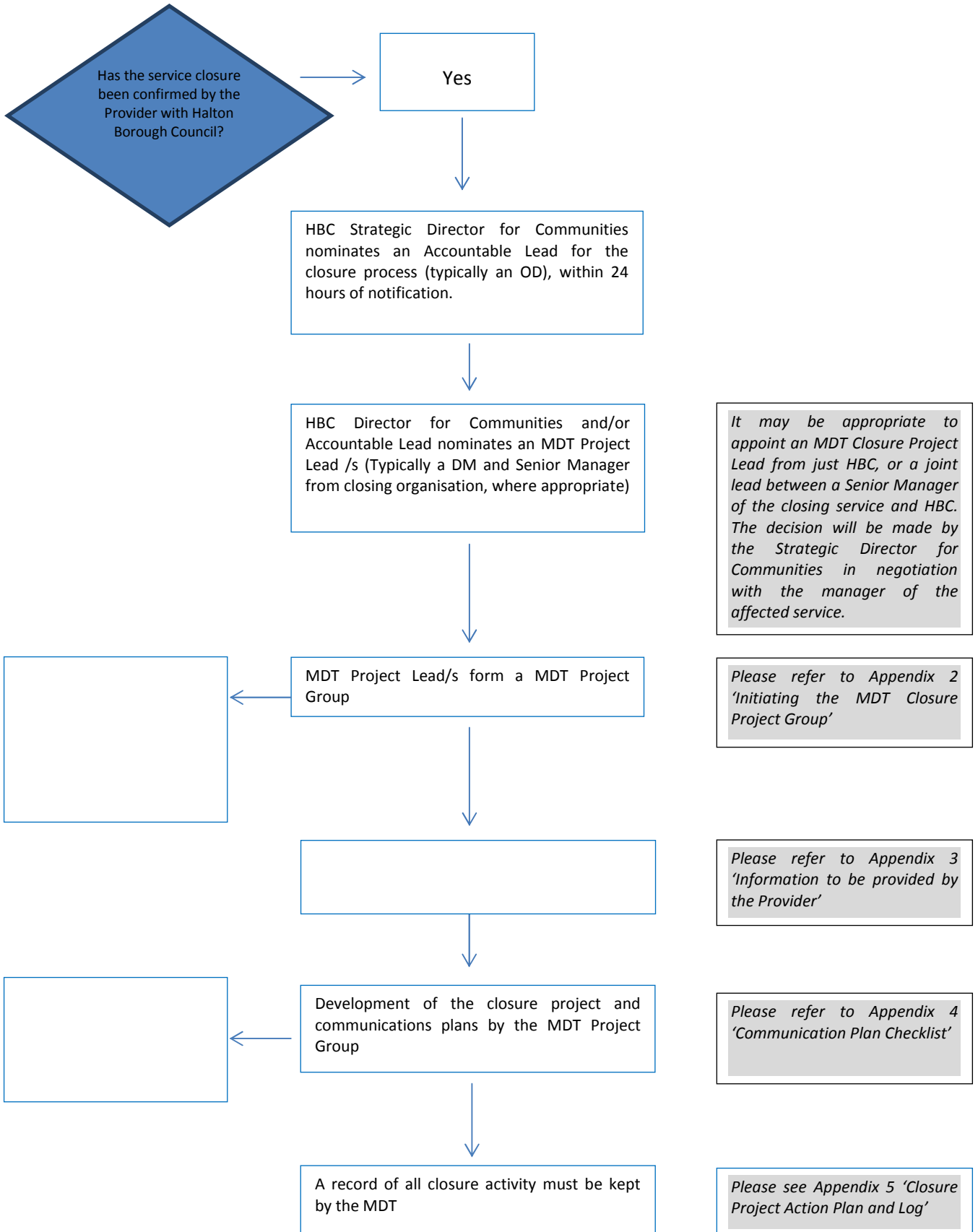
Appendix 7 Halton Borough Council Service Closure Policy

	correspondents <ul style="list-style-type: none"> • Inform Royal Mail and have mail diverted to appropriate address 			
Medicines	Remove all medicines and record disposal accordingly			
Confidential files	Remove all confidential files and archive according to current legislation			
Stationery	Remove all stationery			
Contractors	Consult services contracts. Inform contractors of termination. Serve notice if required			
Minibus/cars	Cancel insurance/contract			
Rubbish	Remove all rubbish from site/unit			
Cleaning of unit	Cleaners to action			
Petty cash	To be signed off			

Appendix 1 Halton Borough Council Service Closure Policy

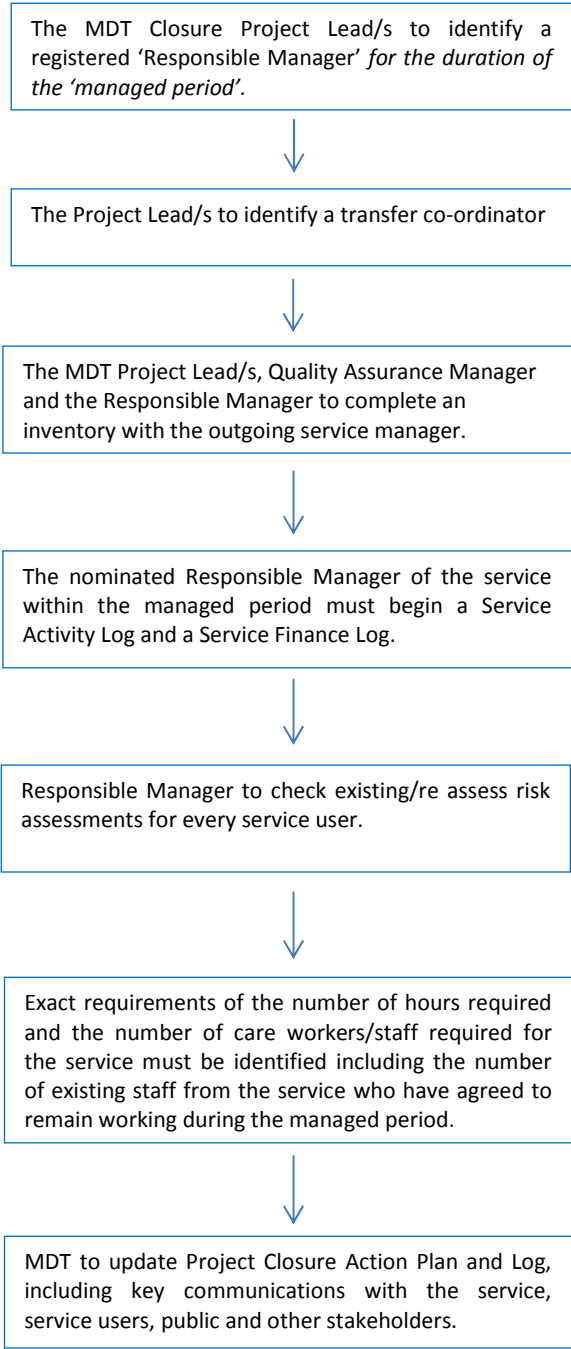
Responding to an Unplanned Service Closure Flow Chart

Stage 1: Responding to closure notification



Appendix 1 Halton Borough Council Service Closure Policy

Stage 2: Initiating the 'managed period' , where this is required

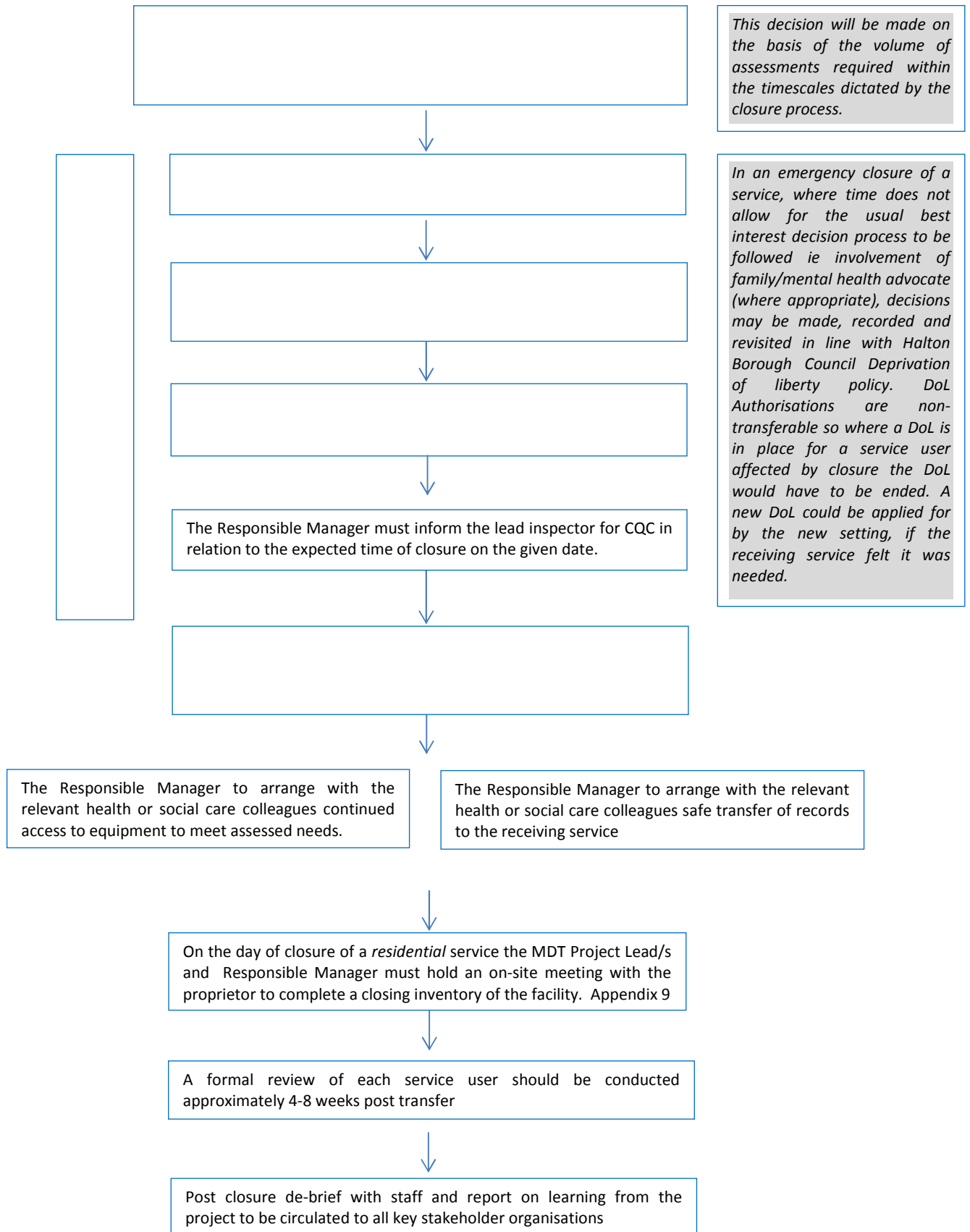


Please refer to Appendix 5 'Service Activity Log' and Appendix 6 'Service Finance Log'

This information must be passed to the Project Lead/s, together with written confirmation from the Accountable Lead that funding will be released to staff the home within the managed period. HBC will source the required care workers from the approved agencies or strategic providers and as per the agreed rates annexed to the pre-placement contract.

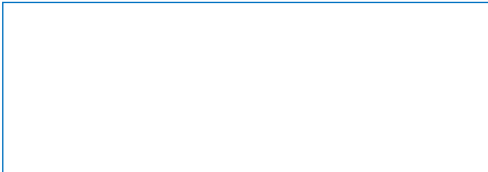
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Stage 3: Assessment, Care Planning and Transfer

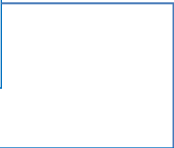


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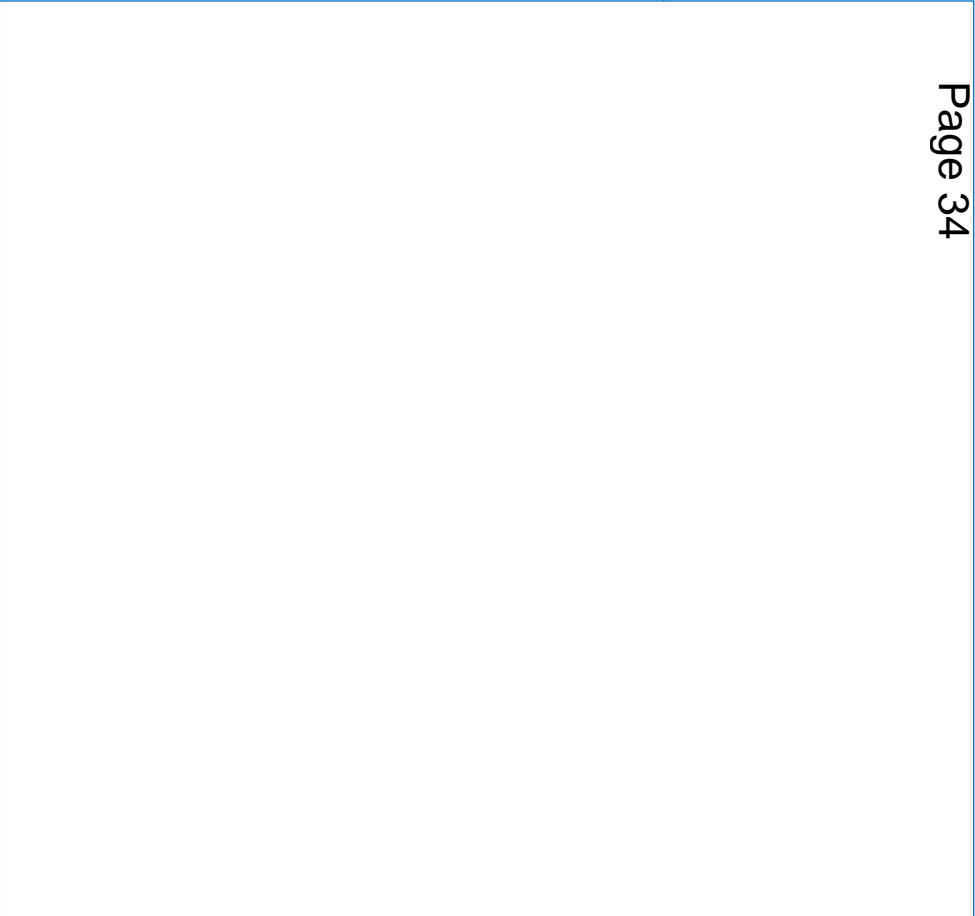
Initiating the MDT Closure Project Group



MDT Project Lead/s form a MDT Project Group

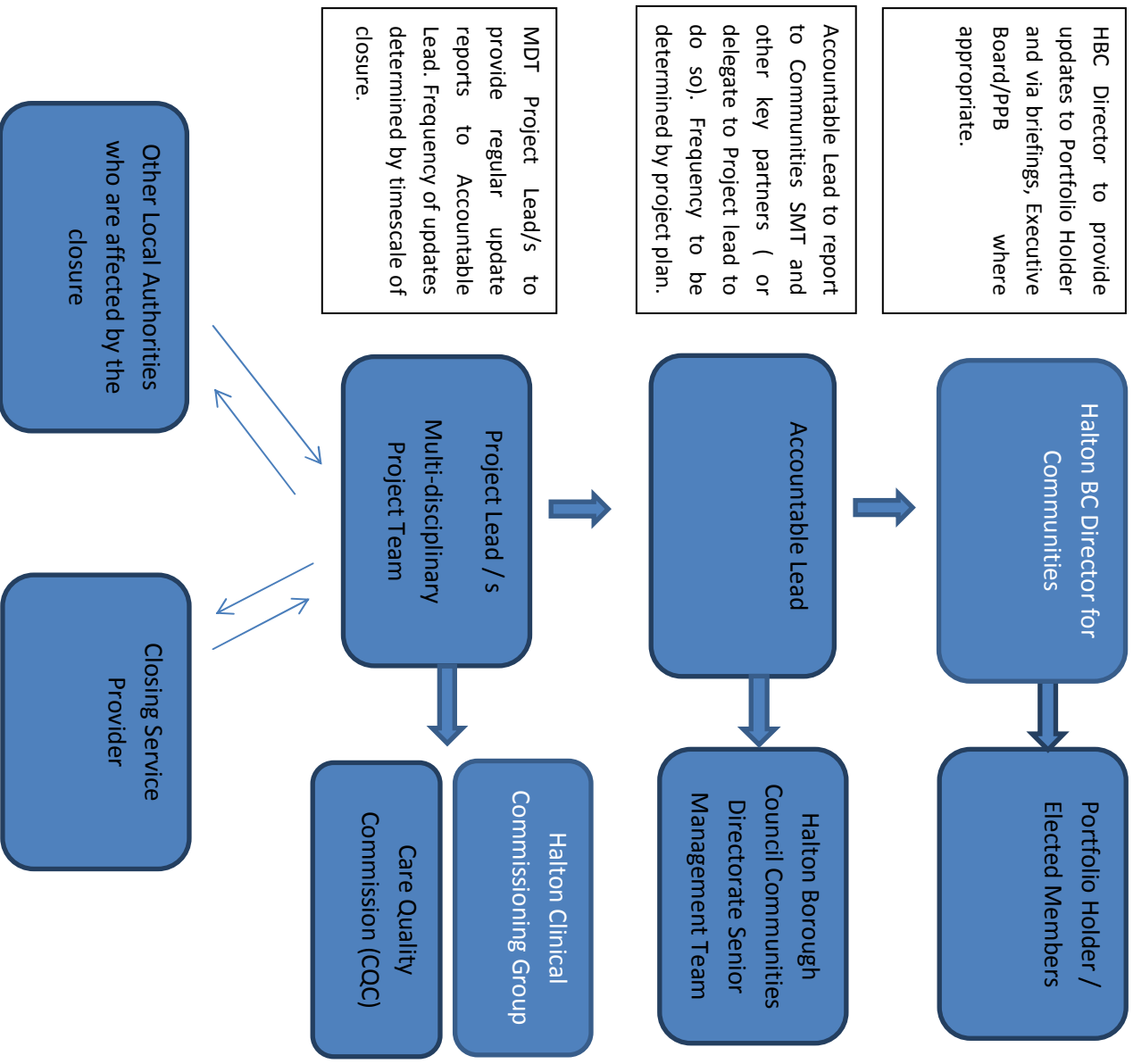


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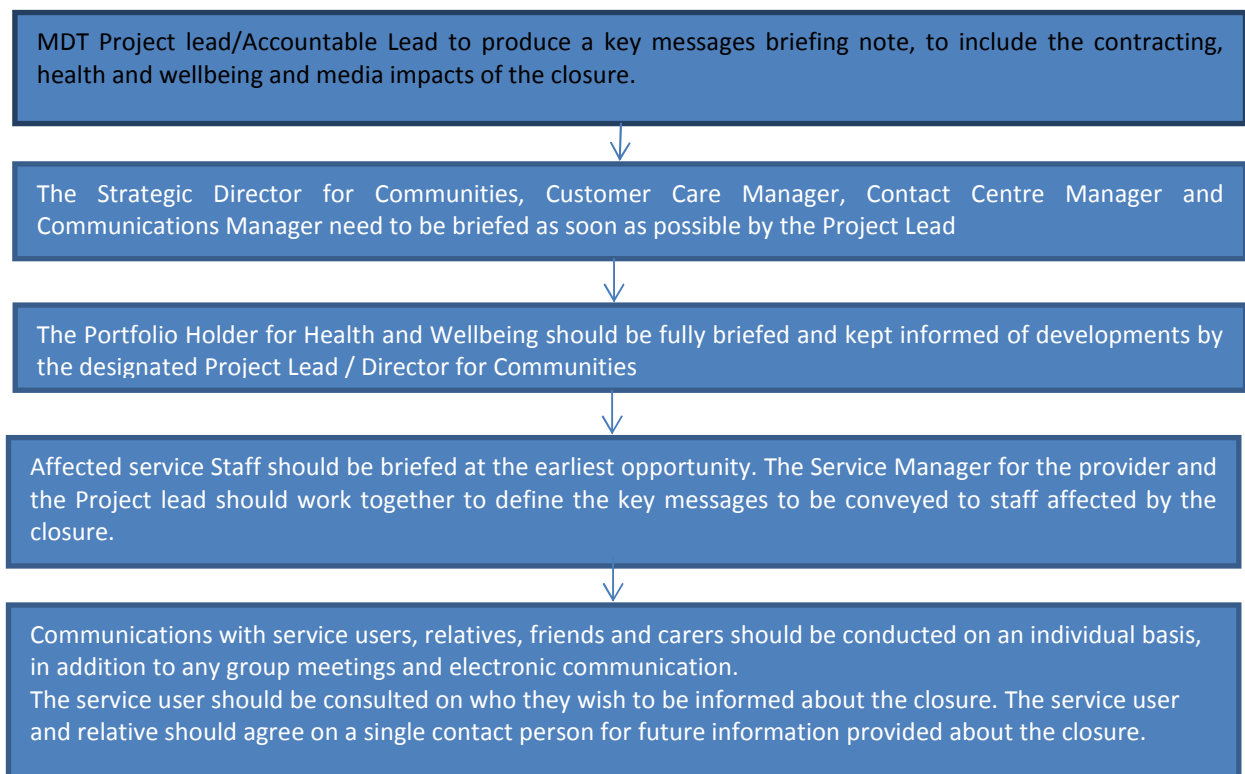
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It is important to involve staff who know the individual residents / service users well and seek specialist advice if necessary, so that the right decisions are made about what additional information is provided and the methods used, to enable the best outcomes. This is particularly important for those with a learning disability or other cognitive impairment.

Appendix 4 Halton Borough Council Service Closure Policy

Communications checklists

The notification letter/verbal information to be issued to service users affected by the closure should include, as a minimum, the following information:	
Reasons for the decision to close	
Decisions that remain to be taken (about how and when the closure will take place) and what further consultations will take place, in a planned closure situation)	
Process for decision making (this will need to reflect the type of owner and how they make decisions)	
Timescales involved	
People's rights and how they can be exercised(in the case of the local authority owner) options for appeals or representations	
Complaints process	
Proposed arrangements for managing the closure	
Clear detail of when specific information will be available	
Support that residents and families will be provided with.	

Where it has been agreed with the service user affected by the closure, the identified family member/carer should be informed in writing. The letter should include, as a minimum:	
Reasons for the closure	
Reassurances places will be available elsewhere	
Information about vacancies	
Steps relatives will be expected to take	
Who will provide assistance	
The contact person/point	
Messaging should be consistent, open and honest	
Regular updates are advisable	

Appendix 4 Halton Borough Council Service Closure Policy

On-going provision of information	
Inform all service users, family/carers and staff are made aware of the frequency of which information will be provided	
Inform about what format the information will be provided in i.e. letter, social media, meetings, 121	
Inform about the process that service users, family/carers and staff can request information or clarity	

DAILY FINANCE LOG

Date :
(dd/mm/yy)

Name of Service :

Address :

Contact Telephone Number/s:

GUIDANCE

- A separate clearly dated financial log should be kept for each day of the managed transfer period
- If no transactions in or out occurred please state this clearly in the log
- Reference numbers should be in the format specified below and continued sequentially throughout the day's transactions e.g. 22/04/014 – 01, 22/04/014 – 02 etc.
- The reference number should be clearly written on all invoices/bills/individual service users paperwork to cross reference with this log
- To be retained and signed off by the responsible manager

NAME AND DESIGNATION OF RESPONSIBLE MANAGER

Name:
(Please print)

Designation:
(Please print)

Signed:
Responsible Manager

Date seen and signed off:
(dd/mm/yyyy)

Appendix 7 Halton Borough Council Service Closure Policy

Project Closure Action Plan and Log

Date : ? / ? /20
(dd/mm/yy)

Name of Service :

Address :

Contact Telephone Number/s:

VERSION CONTROL:

REFERENCE

Managed transfer of responsibility – Legal Authority to act under S2: Local Government Act 2000 'Well Being Powers'

Appendix 7 Halton Borough Council Service Closure Policy

OVERVIEW OF PROFESSIONALS INVOLVED IN THE SERVICE CLOSURE

NAME & DESIGNATION	CONTACT DETAILS
Proprietor of Service:	
Director of Adult Social Services Lead	
Project Lead/s (with responsibility for completing this form):	
CQC Inspector:	
HBC Legal:	
Halton Accountable Lead:	
NHS Halton CCG Lead:	

Appendix 7 Halton Borough Council Service Closure Policy

OBJECTIVE	BY WHOM	TIMESCALE	COMMENTARY
Risk Plan			
Confirm Actions taken to support provider prior to closure notification			
Confirm HBC legal view on closure			
Collate details of all Halton service users			
Confirm reviews requires/ action reviews			
Confirm contract requirements			
Prepare communications briefings (see Appendix 4 Communications Checklist)			
Confirm local voids and vacancies			
Meet with DASS Lead to confirm actions			
Arrange independent advocacy for those who may require			
Inform CQC of decisions			
Schedule meetings with Service owners			
Staffing (on-going)			
Confirm Responsible Manager supervision arrangements			
On-going review of staffing needs of home (care and ancillary)			

Appendix 7 Halton Borough Council Service Closure Policy

OBJECTIVE	BY WHOM	TIMESCALE	COMMENTARY
Responsibility for Commissioning staffing to cover for any shortfall			
Responsibility for rotas, supervision and personnel related queries/actions e.g. leave, sickness			
Out of hours/on call senior management cover			
Finance			
Agreement for Provision of funding stream for managed period			
Staffing			
Food			
Service Users Personal Allowance			
Utilities/services			
Property/buildings insurance			
Petty Cash			
Maintaining existing service			
Inventory to be completed with			

Appendix 7 Halton Borough Council Service Closure Policy

OBJECTIVE	BY WHOM	TIMESCALE	COMMENTARY
Proprietor at start of managed period			
Proposed agreement between Proprietor and LA re terms of reference for managed period			
Running activity and finance logs (to commence at point of handover until end of managed period)			
Handover of Home related information to include – Staff records, Staff rotas, suppliers of Goods/Services, Insurance cover, any planned facilities maintenance during managed period			
Communication with service users, relatives and other Local Authorities			
Risk assessments for Environment			
Risk assessments for service users			

Page 58

OBJECTIVE	BY WHOM	TIMESCALE	COMMENTARY
Engagement with health professionals e.g. DN/CPN/GP			
Handover of all resident related information e.g. care plans, medication charts, health records, relative contact			

Appendix 7 Halton Borough Council Service Closure Policy

OBJECTIVE	BY WHOM	TIMESCALE	COMMENTARY
details			

IDENTIFICATION OF NEW PLACEMENTS

OBJECTIVE	BY WHOM	TIMESCALE	COMMENTARY
Halton Funded Service Users			
Information on local vacancies via placement officer			
Updating Community Care Assessment by Care Managers			
Detailed Community Care Assessment to placement officer			
Inventory of personal effects			
Communication with service user and relations			
Liaison/updating Transfer Coordinator			
Non Halton LA Funded Service Users			
Identification of named manager and communication	Halton Transfer Coordinator		
Updating Community Care			

Appendix 7 Halton Borough Council Service Closure Policy

OBJECTIVE	BY WHOM	TIMESCALE	COMMENTARY
Assessment			
Identification of vacancies			
Inventory of personal effects			
Communication with Service User and relatives			
Liaison with Transfer Coordinator			
Self-Funding Service Users			
Allocation of Care Manager for completion of Community Care Assessment			
Assistance and advice re placements			
Inventory of personal effects			
Liaison with Transfer Coordinator			
Completion of closing inventory of the home			
Communication with CQC re detail of closure			
On site Closure meeting with Proprietor			

Appendix 7 Halton Borough Council Service Closure Policy

OBJECTIVE	BY WHOM	TIMESCALE	COMMENTARY
Handover of keys			
Responsibility for financial recover and reconciliation			

Appendix 8 Halton Borough Council Service Closure Policy

Client Finance Checklist

General Issues	Action: Social Worker
Is the manager, owner or any other staff member the benefit appointee for any of the residents?	
Is the home holding any cash which belongs to any residents?	
Is the home holding any benefit or bank books which belong to any of the residents?	
Is the home holding any valuables on behalf of any resident?	
Does anyone connected with the home have access to any residents' savings accounts?	
Does anyone connected with the home manage the financial affairs for any of the residents?	
Residence Issues	Action: Social Worker
What date did the resident take enter the accommodations?	
Was the resident placed by Cheshire or Halton Social Services?	
Did the resident make his/her own arrangements?	
Is another local authority involved?	
Does the resident have protected status?	
Does the resident manage his or her own financial affairs?	
Are all the residents present in the home?	
Benefit and Finance Issues	Action: Finance Staff
Is the resident in receipt of benefits?	
Who holds the resident's benefit books?	
Does the resident have an appointee for benefit purposes?	
Does anyone have power of attorney on the resident's behalf?	
Does anyone else manage the resident's financial affairs?	

Appendix 8 Halton Borough Council Service Closure Policy

Financial Assessment Issues	Action: Finance Staff
Has the resident had a Cheshire or Halton financial assessment?	
Does the resident pay another authority for the accommodation?	
Does the resident meet the cost of the accommodation from his or her own finances?	
Does a 'third party' make any payments towards the cost of the accommodation?	
Does the resident have any standing orders or direct debits in force to pay for the accommodation?	
Does the resident hold any outstanding invoices for services provided by the home?	
Does Halton hold any outstanding invoices for services provided by the home?	

Appendix 9 Halton Borough Council Service Closure Policy

Facilities Management Checklist

WHAT	ACTION REQUIRED	LEAD PERSON	TIME SCALE	PROGRESS UPDATE
Gather all relevant stakeholders information	Contact/write to <ul style="list-style-type: none"> • Day Centres • PCT/LCC • SW/GPs • Agencies • Utilities • Community nurses • Transport • Trade directories • Neighbours 			
Keys	Collect keys from any key holder			
Signage	Remove all signage			
Credit cards	Cancel any organisation's credit cards			
IT	Inform any IT department <ul style="list-style-type: none"> • Remove access to network • Phones to be diverted • Computers to be removed 			
Insurance	<ul style="list-style-type: none"> • Inform building and contents insurers if building is to be empty • Liability and indemnity insurance cancelled 			
Vacancy rates	Apply for vacancy rates			
Utilities	Take a reading of gas/water and electric. Ask for final phone bill and broad band bill			
Portable and electrical equipment	Remove all small electrical equipment, i.e. TVs music systems, microwaves			
Inventory	Check inventory against any checklists			
Fridges/Cupboards	Empty cupboards and fridges, leave fridge doors open			
Mail	<ul style="list-style-type: none"> • Inform banks and other 			

Appendix 9 Halton Borough Council Service Closure Policy

	correspondents <ul style="list-style-type: none"> • Inform Royal Mail and have mail diverted to appropriate address 			
Medicines	Remove all medicines and record disposal accordingly			
Confidential files	Remove all confidential files and archive according to current legislation			
Stationery	Remove all stationery			
Contractors	Consult services contracts. Inform contractors of termination. Serve notice if required			
Minibus/cars	Cancel insurance/contract			
Rubbish	Remove all rubbish from site/unit			
Cleaning of unit	Cleaners to action			
Petty cash	To be signed off			