

Appendix 4 Halton Borough Council Service Closure Policy

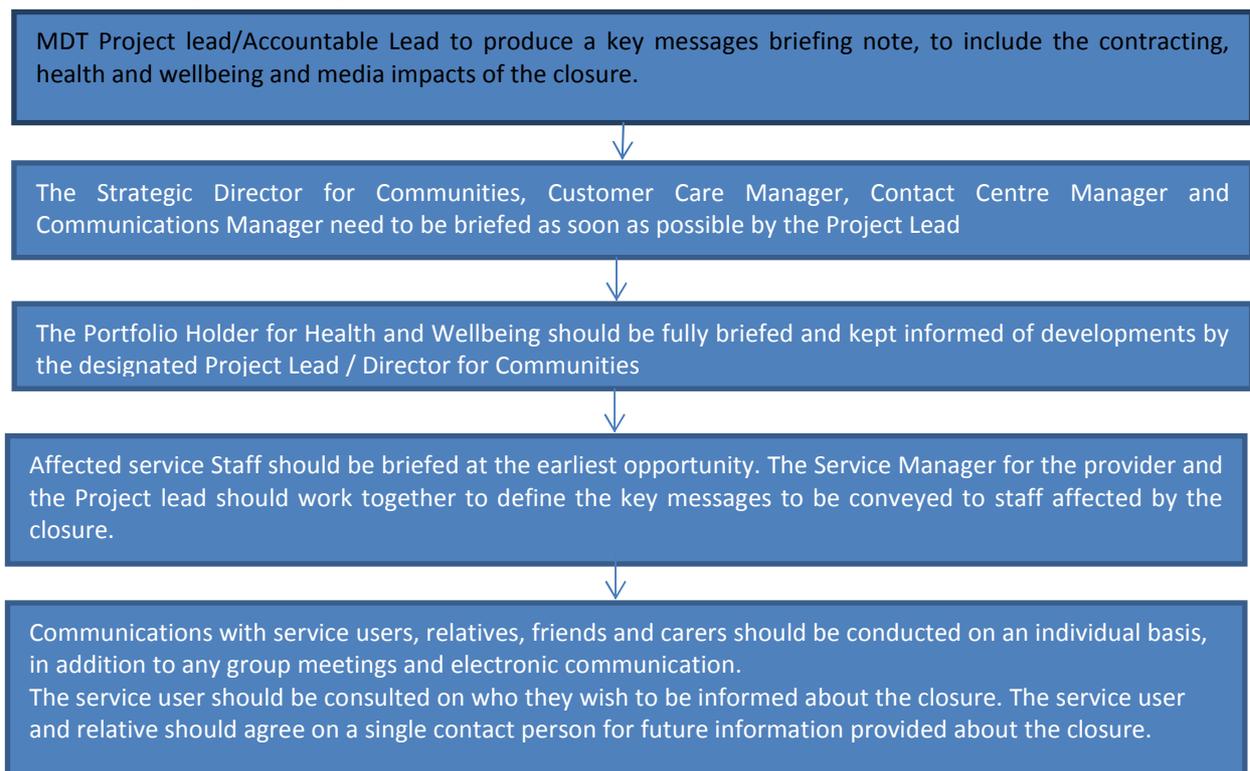
Communications Checklist

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	