

## Appendix 2 Halton Borough Council Service Closure Policy

### Initiating the MDT Closure Project Group

The process of initiating an MD, and the associated timescales and responsibilities may change, or be delegated, depending on timescales dictated by the closure (ie Emergency, planned, unplanned but not with immediate effect). This will be the decision of the Accountable Lead

HBC Strategic Director for Communities nominates an Accountable Lead for the closure process (typically an OD), within 24 hours of notification.

HBC Director for Communities and/or Accountable Lead nominates an MDT Project Lead /s (Typically a DM and Senior Manager from closing organisation, where appropriate)

MDT Project Lead/s form a MDT 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.*

The MDT Closure Project Lead/s should ensure representation from (as a minimum consideration, this list is not exhaustive, and other stakeholders may be included depending on the nature of the closure) :

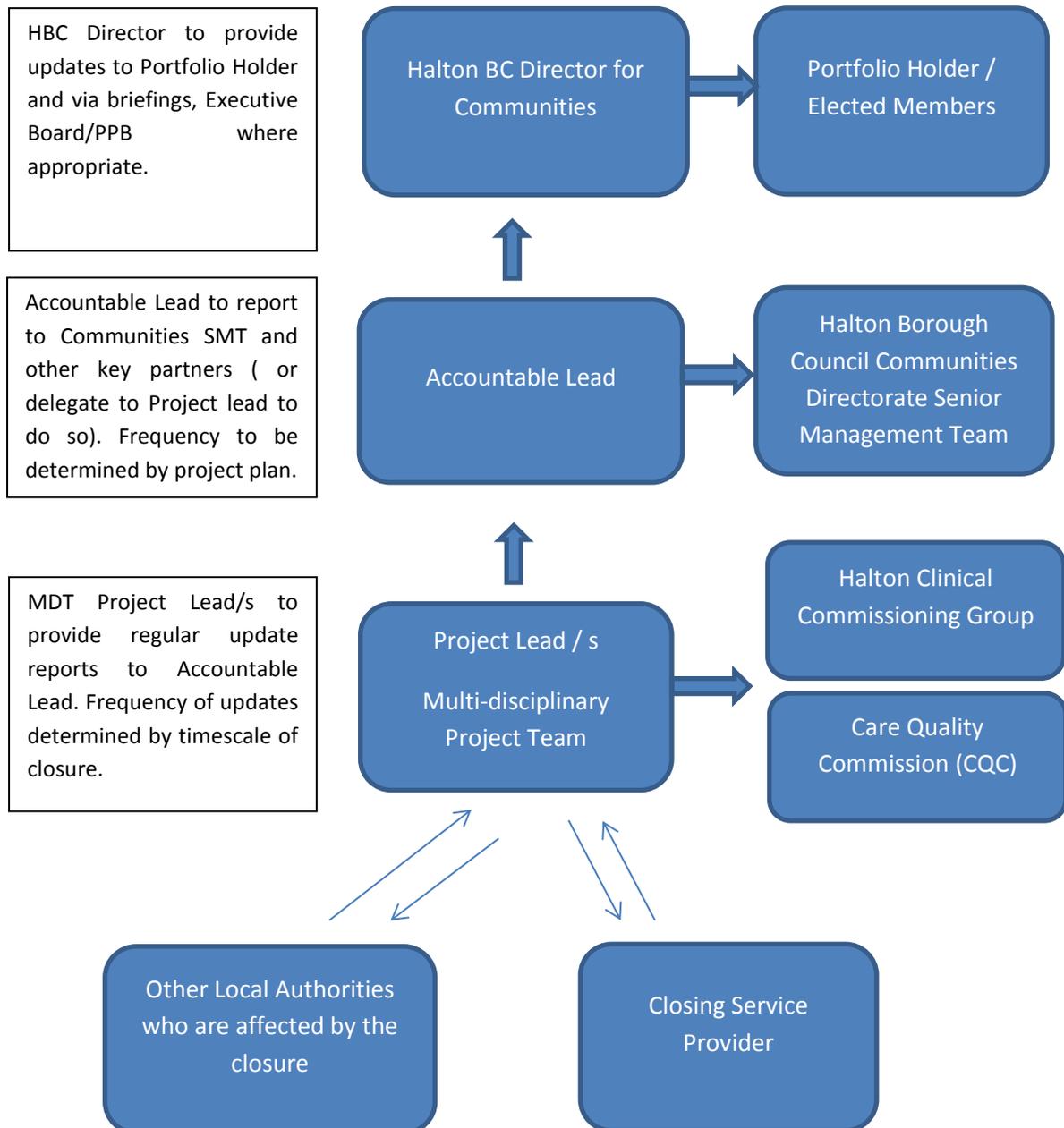
- Service Provider
- HBC Care Management Divisional Manager
- HBC Commissioning Manager/s
- Halton NHS Clinical Commissioning Group
- HBC Quality Assurance
- HBC Safeguarding Unit and Safeguarding Lead for the respective CCG's
- HBC Finance and representatives from the appropriate funding authorities (where appropriate)
- HBC Procurement
- HBC Legal Services
- Human resources from all relevant agencies.
- Detective Inspector/Senior Police Officer (where safeguarding or other criminal activity has been indicated)
- Lead Inspector for CQC
- GP Practice Manager/s
- Continuing Health Care
- A note taker

**Other representation may include:**

- Fire and Rescue
- Public Health
- HBC Emergency Management
- Other Senior Managers (as appropriate)
- Advocacy Services
- Independent Mental Health Advocates
- Health Colleagues
- Halton Borough Council Communications Staff
- Halton Borough Council Contact Centre Staff

## Appendix 2 Halton Borough Council Service Closure Policy

### Reporting Flowchart



## Appendix 2 Halton Borough Council Service Closure Policy

### Key roles

**Project Lead/s** will have lead responsibility for co-ordinating the relocation of Service Users to an alternative service/s. The Lead/s will manage the Project Team, which will be made up stakeholders.

**The Head of the Integrated Adult Safeguarding Unit** will have a role in the co-ordination of any potential safeguarding issues. The role will involve advising, directing and consulting with managers and front line staff across a particular area to ensure efficient and effective work within any resulting adult protection investigations.

**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.

## Appendix 2 Halton Borough Council Service Closure Policy

### 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	

### 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	

## Appendix 2 Halton Borough Council Service Closure Policy

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

<p><b>The key worker designated as lead professional for each individual will need to:</b> <i>Where the resident is publicly 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></p>	
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	

## Appendix 2 Halton Borough Council Service Closure Policy

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

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