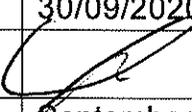




DOCUMENT TITLE:	<b>Personal Finance (monies) Policy for people residing in Residential Care Facilities.</b>
VERSION NUMBER:	VERSION 1.0
AUTHOR(S) OF DOCUMENT:	MATT ANSEL
AUTHORISED DATE:	30/09/2020
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DOCUMENT REVIEWERS	

As part of the social care assessment undertaken to ascertain whether residential or sheltered accommodation is required an assessment of an individual's finances will take place to ensure that it is clear what monies the person receives and how their money will be managed whilst the person lives within the residential setting.

The decision to seek either power of attorney or a Court Deputy to oversee a person's finances will be based upon the social care assessment and if necessary mental capacity assessment prior to admittance. This assessment should be reviewed every six months or earlier at the request of the service user or residential manager.

### **Basic Principles:**

- Monies kept on behalf of a person by the directorate MUST NOT be used for anything other than purchases for the individual.
- Staff MUST NOT borrow from one residents monies to pay something for another resident. Monies need to be seen as individual and the property of the person.
- The directorate will apply the least restrictive and most appropriate measures regarding oversight of monies.
- If access to money is refused by staff this MUST be clearly agreed to be in the service user's best interest and discussed with allocated social care officer/worker.
- Where appropriate people should maintain their own monies and the directorate will support them to have a lockable cabinet to keep monies safe.
- Where appropriate the directorate will offer support to a person by holding their personal monies in a safe, secure and lockable cabinet and will support the person as specified within their care plan regarding their access and use of personal monies.

### **Process for when a person holds their own personal monies whilst residing in residential or sheltered accommodation.**

- The part of the assessment that addresses how personal monies are managed must be based upon a social care assessment and if necessary a mental capacity assessment. The individual needs to sign an agreement upon admittance accepting responsibility for all personal monies. (Appendix 1).
- The allocated social worker / social care officer is responsible for ensuring that the assessment is shared with the manager of the residential facility and agreements is in place as to how monies are kept and used by the person.
- The individual takes responsibility for keeping their monies in a safe and secure place within their room.
- The assessment related to finances is reviewed on a 6 monthly basis by the allocated social care officer or sooner if requested by the service user or residential manager.

### **Process for when Directorate holds an individual's finances for them.**

- The decision that a person wishes for the directorate to hold their personal monies in a safe, secure and lockable cabinet must be based upon a social care assessment. The individual needs to sign an agreement upon admittance agreeing that the directorate will hold their personal monies. (Appendix 2).
- If a person has a power of attorney or court deputy this person MUST agree and sign (Appendix 3) how monies are managed and what amount of personal monies will be held for the person by the residential home (max of £200 at any given time)
- The way in which monies is given to the individual needs to be as least restrictive as possible according to their assessed social care need.

- The allocated social worker / social care officer is responsible for ensuring that the assessment is shared with the manager of the residential facility and agreements is in place as to how monies are kept and used by the person.
- The assessment related to finances is reviewed on a 6 monthly basis by the allocated social care officer or sooner if requested by the service user or residential manager.

**Storage and audit of personal monies.**

- Monies must be stored in a box which only has the individual's monies in it.
- All of these boxes with the monies must be kept in a lockable cabinet within the staff office.
- Each person must have a Finance sheet (see Appendix 4) within their box.
- If a person is deemed to have capacity then they must sign any monies in and out.
- Receipts must be provided for anything purchased and kept within the box.
- Receipts must be collated on a monthly basis and sent to the Finance team at Brick House in a sealed envelope clearly indicating whose receipts are in the envelope.
- The finance team will undertake a random selection of 5 people's monies to audit each month.

**Staff Handover.**

- The key for the staff office where monies are kept needs to be the responsibility of one member of staff on duty for the entire shift.
- At shift handover, the monies held need to be counted and signed as accurate between the current member of staff holding the key and the person that they are handing the key over to.
- Any discrepancies need to be recorded within the finance sheet for the individual person.
- Any discrepancies over £20 needs to be reported to the manager within a 24hr period.
- The member of staff responsible on shift for the key needs to be sure that they take responsibility for any monies in or out, in order to ensure that they are able to account for any monies at the point of handover.
- The lockable cabinet where resident's money boxes are stored must not be left open at any time.
- One member of staff to be allocated as responsible on each shift and that person is the only person who accepts monies in or out.

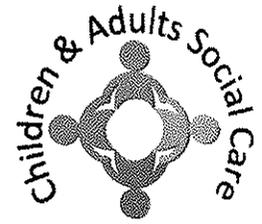






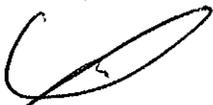


**St Helena  
Government**



**Information sharing protocol between services within the Safeguarding  
Directorate:**

**Author:** Steph Jonas

**Approved:** 

**Date:** 13/20

**Date of Review Due:** March 2021

## **Introduction**

Safeguarding services on St Helena work closely and collaboratively to ensure information is shared to protect children and vulnerable adults. This protocol is aimed at supporting staff to understand the process of making a referral to other services and how and when to do this.

Managers of all the services are always available to offer support and advice to staff and help them to decide if a referral is necessary.

## **1. Scope and Purpose of the Protocol**

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This protocol relates to services within the Safeguarding Directorate and has been produced to agree a process that:

- Ensures a joined up approach to families' needs;
- Ensure that services improve the identification of children in need and in need of protection through increased understanding of the impact of adult issues on a child's life;
- Recognises the needs of adults as service users and parents/carers;
- Establishes clarity about respective roles and responsibilities of relevant services.
- Ensures good co-operation and collaborative working across services by agreeing and jointly owning procedures for all stages of the interaction between families and services from referrals to information sharing to planning, service provision to funding and review;
- Improves inter-agency communication and information sharing through the use of a common protocol.

## **2. Successful Inter-Agency Working**

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The following underpin good working relationships and are vital to the success of the protocol

- Understanding and respecting the roles and responsibilities of each service;
- Good communication with clear channels;
- Regular contact and meeting;

- Common priorities and joint planning;
- Joint and regular training which keeps individuals up to date in developments and their impact on child and adult welfare;
- Knowledge of available services and contact details;
- Clear system to resolve issues;
- Good information sharing underpinned by a joint information sharing protocol

### **3. Adult Services**

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The term 'vulnerable adult' in St Helena is used in relation to an eligible adult for adult safeguarding procedures. St Helena Government defines vulnerable adults as those who:

- Are unable to safeguard their own well-being, property, rights or other interest.
- Are at risk of harm, and;
- Because they are affected by disability, mental disorder, illness or physical or mental condition, are more vulnerable to being harmed than adults who are not so affected.

An adult is at risk of harm if:

- Another person's conduct is causing (or is likely to cause) the adult to be harmed, or;
- The adult is engaging (or is likely to engage) in conduct which causes (or is likely to cause) self-harm. (*Adult Safeguarding Procedures 2016*)

### **4. Children's Services**

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The welfare of the child is paramount and the Government has a statutory duty under the Welfare of Children Ordinance (2008) to promote and safeguard the welfare of Children in Need and their families.

The Ordinance states:

The Department shall, in accordance with the following provisions of this Ordinance, take such steps as appear to it to be appropriate to safeguard and promote the welfare of children who are suffering, or likely to suffer, significant harm.

Children in Need are defined under the Welfare of Children Ordinance (2008) as;

- without the provision for him of services under this Part, he is unlikely to achieve or maintain a reasonable standard of health or development, or to have the opportunity of achieving or maintaining such standard; or
- His health or development is likely to be significantly impaired or further impaired without the provision for him of such services; or
- He is disabled.

Concerns about abuse and neglect may arise from a number of sources including:

- A child or young person speaking about being abused or neglected;
- Another child or an adult reporting that a child is being abused or neglected;
- Direct observation of abusive or neglectful behaviour by an adult or another young person towards a child;
- Observation of a child behaving in a way which suggests that that child is not adequately cared for or is being harmed or threatened with harm;
- Observations of injuries to a child
- Aspects of a child's health and development which suggests inadequate care or harmful treatment;
- Evidence or suspicion of domestic abuse.

## **5. Action to be taken by staff concerned about a child or vulnerable adult**

### **Staff working in Adult Services who are concerned about a Child**

All staff assessing or working with vulnerable adults have a duty to consider the needs of any children (including unborn children) living in the same household and / or in their care. In particular, consideration should be given to the impact of the adult's/s vulnerability on their capacity to care for and safeguard their children, or those living in the household.

When there are concerns about significant harm to a child, then the referral must be made immediately. The greater the level of perceived risk, the more urgent the action should be. The suspicion or allegation may be based on information, which comes from different sources. It may come from a member of the public, the child concerned, another child, a family member or professional staff. It may relate to a single incident or an accumulation of lower level concerns.

Any concern about a child should be discussed in the first instance with the manager of Adult Services who will then liaise with Children's Services within 24 hours of receiving the information. Should the manager not be available then a phone call to the manager or assistant manager of Children's Services (23312) should be made. A referral must be made even if it is known that Children's Services are already involved with the child/family. Children's Services positively encourage informal discussions.

All telephone referrals / discussions should be followed up with a formal written referral within 24 hours and sent to the referral inbox: [safeguardingreferral@sainthelena.gov.sh](mailto:safeguardingreferral@sainthelena.gov.sh)

**In an emergency, you must contact Police on 999 or call an ambulance on 911**

## **6. Staff working in Children's Services concerned about a Vulnerable Adult**

All staff assessing and working with children have a duty to consider the needs of the adult(s) who is caring for them, or living in the same household, particularly if it is considered that the adult is vulnerable.

If a member of staff working with children has concern that an adult is in need of services for his / herself, that his / her capacity to provide adequate care to the child is affected by his / her vulnerability, or that the adult may be suffering abuse or exploitation, then advice should be sought from their line manager in the first instance. If the line manager is not available then the Adult Services manager must be informed (23172) within 24 hours of the information being received. Adult Services welcome both formal and informal discussions around any concerns that staff may have in relation to a potentially vulnerable adult or a safeguarding alert matter.

When there are concerns about significant harm to a vulnerable adult, then the referral must be made immediately. The greater the level of perceived risk, the more urgent the action should be. The suspicion or allegation may be based on information, which comes from different sources. It may come from a member of the public, the adult concerned, another adult, a family member or professional staff. It may relate to a single incident or an accumulation of lower level concerns

All telephone referrals / discussions should be followed up with a formal written referral within 24 hours and sent to the referral inbox: [safeguardingreferral@sainthelena.gov.sh](mailto:safeguardingreferral@sainthelena.gov.sh)

Information relating to suspected or actual domestic abuse may be co-worked and already known to services. However, never assume that other services are already aware.

**In an emergency, you must contact Police on 999 or call an ambulance on 911**

## **7. Staff working at the Safe Haven who have concerns around a child or a vulnerable adult**

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Staff at the Safe Haven work primarily with adults. However, on many occasions, service users both in refuge and in the community have, or care for children who may or may not be living with them. Research, (Radford 2011) informs that even when children do not witness the abuse or reside with the abused parent, they can still be impacted by domestic abuse.

- It is important that any child received into the Safe Haven is referred to Children's Services
- Any child of a client receiving a service from the Safe Haven must be referred even if the child does not reside with the client
- A child of a known or alleged perpetrator must be referred to Children's Services

Urgent referrals should be made to Children's Services via a phone call (23312) and followed up with a written referral within 24 hours and sent to:

[safeguardingreferral@sainthelena.gov.sh](mailto:safeguardingreferral@sainthelena.gov.sh)

Clients of the Safe Haven may also be vulnerable adults and as such may require additional support from Adult Services. Should Safe Haven staff become aware of any client they are working with who is vulnerable or at risk then a referral to Adult Services (23172) should be made, initially via a phone call and followed up in writing within 24 hours and sent to the referral inbox: [safeguardingreferral@sainthelana.gov.sh](mailto:safeguardingreferral@sainthelana.gov.sh)

In all cases where an adult or a child is deemed to be at risk outside office hours then the Police / on call service must be contacted on 22626.

**In an emergency, you must contact Police on 999 or call an ambulance on 911**

## **8. Transition to Adult Services**

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Young people who are supported by Children's Services may require ongoing support from Adult Services from the age of 18 if they meet the threshold criteria for this.

The period of transition from Children to Adult Services can increase the risks for the needs of young people to be missed. Good practice when transitions are occurring should include:

- Notifying adult services in a timely manner of young people who will be transferred to them so that adult services can plan provision. Planning should ideally begin at age 16 when a formal referral should be made by Children's Services to Adult Services to request transition. Adult Services will then consider the request against their threshold criteria and allocate a worker to the case if appropriate.
- Ensure there is an effective transfer of good quality information about the young person. The young person open to Children's Services will have a care plan and there will be a multi-agency planning process in place. The allocated worker from Adult Services should attend the meetings to take an active role in the planning and preparation of the transition process by identifying appropriate services from Adult Services.
- Consider planning a 3 way meeting between the young person, Children's Services and Adult Services to facilitate introductions, share and discuss relevant information to assist the young person to take up the service.
- Children's Services must ensure that an up to date multi-agency single assessment is completed prior to the transfer. This should include a care /support plan jointly completed by both Children's and Adult Services.
- Children's Services shall ensure that Azeus Care is up to date with the young person's information prior to transfer to Adult Services.

## **9. The management of Welfare Assistance (Adult Services) and Child in Need payments (Children's Services)**

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There is a risk that families may seek payments under both policies. We need to ensure that families receive the correct payment which best suits their needs.

When a request from a family is received by either service when it is known that the family have children the following must be observed:

- Children's Services to clarify if the same request has also been received by Adult services for Welfare Assistance

- Adult Services to clarify if the same request has also been received by Children's Services for Child in Need payments.

If a request has been received by both services for the same family then:

- Adult's and Children's Services managers must discuss within 24 hours of the referral who the risk applies to and which service is best placed to provide the assessment of need.

A tracking system of payments must be kept by both Adult and Children's Services and shared with the Finance Officer in order to track funding effectively.

