HANDLING SERVICE USERS MONEY

POLICY

Dated December 2009 – Reviewed by Paul Graham – Acting Registered Care Manager
Reviewed in line with Mental Capacity Act 2005
Next Latest Review Date – December 2010

Handling Service Users' Money
(Support Workers)
Policy

Introduction

Support workers regularly handle money on behalf of service users. All financial transactions completed by staff using a service user's funds need to be properly recorded and accounted for. In order to safeguard both service users and support workers, procedures must be followed in handling and accounting for this money.

Scope

This document applies to any and all financial transaction carried out by a support worker on behalf of a service user, including: collecting pensions or benefits; paying in or withdrawing money from accounts; paying bills; and shopping.

Additional Information

The Lone Working Policy details precautions staff should take for their own safety. It should be noted that the recommended maximum amount of service users' money to be carried by a support worker working alone is £200. Support workers can carry more, but they must first notify their Care Coordinator and get their authorisation.

Under the Mental Capacity Act 2005, service users must have the capacity to consent for a staff member to collect their money, pay bills or complete the purchase of a shopping list. This must be documented in the service users' care plan and signed to indicate capacity.

Mandatory Procedures

General

1. Any money belonging to a service user must be kept separately from the support worker's personal money. It should be kept securely in an appropriate container (e.g. wallet, purse etc.), not loose in a pocket.

2. Staff that use a service user's PIN number or their bank card(s) must adhere to the following procedures:

   a. If they are threatened or attacked, support workers should not put themselves at risk by trying to hold on to the money. They should give the money up, and then contact the police and the office as soon as possible. The names and addresses of any witnesses should be noted.

   b. Pensions or benefits will be collected from the local Post Office. Staff should endeavour not to use the same route on the same day at the same time.

   c. If leaving the property with the service user's card and a written record of the PIN number then the two must be kept in separate locations (e.g. card in wallet, PIN number in trouser pocket).

3. Staff need to record the amount of service users money control by staff at the handover of each shift. The money should be counted out in the company of the member of staff being relieved from duty and both parties should sign to state that they agree the amount of money counted. Where a service user is support 1:1 for less than 24 hrs per day then the lone staff member on duty should record the amount for service user money controlled by staff and where the service user has capacity they should countersign the staff member's signature.

4. Staff should record the amount of monies held on the Handover Checklist sheet and on the Service Users Monies Record Sheet.

5. Each and every financial transaction completed for the service user must be entered onto the Service Users Monies Sheet, which are supplied in the Aspects Care Financial Documents Folder.

6. Each entry onto the Service Users Monies Record Sheet must be dated and the starting balance prior to any money being spent recorded. If money has been withdrawn from a bank, or is being entered onto the record, then this must be recorded in the "Added Balance".

7. What was purchased, the amount spent and the staff member(s) making the purchase must be recorded on the sheet. Each individual receipt requires and new entry onto the Service Users Monies Record Sheet.

8. The receipt for the item(s) should be retained and the staff making the purchase. Each receipt should be kept in numerical order and signed and dated by the staff on duty at the time. Where there is capacity the service user can sign the receipt as well.

9. The amount spent must then be deducted from the original starting balance.

10. The staff member(s) must now sign the recorded expenditure and where the service user has capacity they can sign as well.

11. If a new expense is to be recorded then the new “Starting Balance” should match the previous “New Balance”.

12. When staff are completing a handover of duties the staff coming on duty should review the Service Users Monies Record Sheet and then sign in the “Handed Over To” column for each transaction made. When staff sign they are signing to confirm that the receipt matches the record and final “New Balance” is correct.

The Service Users Monies Records Sheets

1. The Care Coordinator responsible for the service user will review the Service Users Monies Records Sheets regularly and will remove the Service Users Monies Records Sheets once they are complete.

2. The Service Users Monies Records Sheets must be retained by Aspects Care in a secure environment.

3. Service Users Monies Records Sheets should be kept for a maximum of 8 complete financial years, after which time they should be shredded.

4. Where applicable the Service Users Monies Records Sheets and receipts should be made available to the service users' advocate, family members or responsible person for independent review. Where applicable the person responsible for overseeing the service users' money should then retain the Service Users Monies Records Sheets and receipts for the time periods listed above.