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Discharge (leaving a Livability home or supported living scheme)

This document is relevant to:	
Central Support Services	
Operational Services	✓
Community Engagement	

Purpose

This document provides staff with a framework to ensure the successful discharge of service users from a Livability residential home or supported living scheme.

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Introduction

- 1 The key principles underlying this procedure are:
 - Any discharge of a service user from a service, whatever the circumstances, must be dealt with in a caring and sensitive manner to minimise the emotional stress to that service user in particular, and to other service users in general.
 - Decisions about discharge must involve all interested parties, and the service user must be supported in contributing to that process.
 - The organisation must be fully satisfied before discharge that it is in the particular interests of the service user, or the wider interests of other service users.
 - The organisation must be completely satisfied that it has made every attempt to meet the user's needs before the decision to discharge is taken, and that the service user's views, rights and choices are supported as much as possible.

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2 Reason for discharge

- 2.1 Where it is apparent that the needs of a service user may not be being met, or that there are other reasons why discharge from the service is a possibility, the key worker (in discussion with the Registered Manager) should initially attempt to resolve these issues with the service user and other interested parties. The Registered Manager will inform their Hub manager at this point.
- 2.2 If the service user's wish to move is for a positive reason such as moving into the community or moving nearer to family, then the Registered Manager should ensure that appropriate steps are followed as set out in paragraphs 3.7 and 3.8 below.
- 2.3 Where termination or self-discharge takes place at short notice, the Registered Manager should ensure that all steps outlined in paragraphs 3.7 and 3.8 are followed as fully as possible, with the exception of the four weeks' notice. In particular, the reasons for the termination or self-discharge and the service user's new accommodation must be recorded and all interested parties informed within 24 hours of the discharge. The Registered Manager is responsible for ensuring that all Safeguarding issues have been satisfied. This situation should only arise in exceptional circumstances.
- 2.4 It is the responsibility of the Registered Manager to ensure that all interested parties are aware of any issues or proposals as soon as possible. However, where it proves impossible to satisfactorily deal with any problems, the Registered Manager must convene a care planning review, which would normally be chaired by the Registered Manager. The review must include:

- The Registered Manager and keyworker
- The social worker and or other relevant professionals
- The service user and representative.

2.5 In certain circumstances where there are likely to be conflicting views, it might be appropriate to enable the service user to have a legal representative. In such circumstances the review must be chaired by the Hub Manager.

2.6 In circumstances where the outcome is not in contention, it might be appropriate to invite representation from a possible new service provider.

3 Pre-discharge

3.1 Where it is decided that the service user should be discharged, a number of actions must be undertaken by an identified person.

3.2 The decision must be communicated to the relevant funding authority in writing by the chair of the review. The reasons for the discharge must be stated in full, and the notice period must be a minimum of four weeks except in the most extraordinary circumstances and in line with the licence agreement. A letter should be sent to the service user personally. In some services this letter would come from the Director of Operations. A senior manager may need to take advice from the organisation's legal department.

3.3 The nominated social worker should identify alternative service providers. The service user's keyworker where appropriate may accompany the service user on visits to alternative potential placements, in accordance with the service user's wishes.

3.4 In order to ensure that the service user's needs are understood and met by the new provider, the Registered Manager should provide up-to-date, detailed information and liaise with the new placement as necessary. The keyworker needs to be aware of confidentiality issues; recognise that information gained from third parties may be particularly sensitive; and that any information passed on to new providers must be clear, accurate and based on fact.

3.5 Where appropriate the Registered Manager/keyworker, social worker and staff in the new placement should identify all opportunities for continued contact between the service user and the service.

3.6 The Registered Manager must ensure that the discharge plans are made known to all relevant staff, and ensure that the decision is appropriately communicated to other service users.

- 3.7 Once a date for discharge is agreed, the Registered Manager must ensure that arrangements are in place to ensure that the service user has an adequate supply of medication to cover the transition period, and that the medication is in a form acceptable to the new service provider.
- 3.8 Prior to discharge the Registered Manager must ensure that all the service user's details including medical records, completed care plans and needs assessments are transferred to the new service provider. The service user must be offered assistance with packing and change of address details. All personal monies, valuables and bank/building society/benefit books must be returned to the user.
- 3.9 The Registered Manager must ensure that all property belonging to the service is returned by the service user, and any relevant equipment returned where necessary to the health authority. All fees/outstanding money must be settled before discharge.
- 3.10 The return of all property and equipment and any payments must be recorded and signed for.
- 3.11 The service must maintain a discharge record similar to the admissions record where all discharge information is recorded.
- 3.12 The Registered Manager must make the organisation's finance department aware of the discharge date and the fact that discharge has occurred and the appropriate paperwork completed. All financial transactions must be completed before discharge occurs.

4 **Post-discharge**

- 4.1 The Registered Manager must ensure that the Hub Manager is aware of the discharge date and attempts made immediately to fill the void.
- 4.2 All staff must be aware that the discharge might affect remaining residents in a variety of ways, and that they may need different levels of support during this time.

Implementation and responsibilities

- 5 It is the responsibility of the Director of Operations to ensure that these procedures are disseminated, up-dated and reviewed on a regular basis.
- 6 It is the responsibility of the relevant Quality and Practice Development Manager to ensure that these procedures are fully implemented and regularly monitored.
- 7 It is the responsibility of the Registered Manager to ensure all members of staff adhere to these procedures.

Procedure Ownership:

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Discharge – Leaving a Service	2.2

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Approved By:	Signature:	Date:
Director of Operations	<i>Liz Mell</i>	April 2015

Consult the Intranet for the latest version of this procedure.

Document Control:**Reviewers:**

Name:	Position:
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Change History:

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