

POLICY AND PROCEDURE

Notification of Death

Category: staff and volunteers



SoLO
Life
Opportunities

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Charity No. 1102297
England Company No.
5025939

Policy Statement

SoLO's Supported Living Service and Personal Assistant Service are both registered with the Care Quality Commission, under the regulated activity of "Personal Care", and SoLO is required to meet specific standards within this registration. These include a requirement to notify the Care Quality Commission of the death of a client which

- took place while a regulated activity was being provided or
- may have been a result of the regulated activity or how it was provided.

The definition of personal care for the purpose of registration is in the Health and Social Care Act 2008 (Regulated Activities) Regulations 2010:

- A. Physical assistance given to a person in connection with:
- eating or drinking (including the administration of parenteral nutrition)
 - toileting (including in relation to menstruation)
 - washing or bathing
 - dressing
 - oral care, or
 - the care of skin, hair and nails (with the exception of nail care provided by a chiropodist or podiatrist); or
- B. The prompting, together with supervision, of a person, in relation to the performance of any of the activities listed in paragraph A, where that person is unable to make a decision for themselves in relation to performing such an activity without such prompting and supervision."

Procedures

All staff who are involved with personal care within the Personal Assistant service or Supported Living service will be made aware of this requirement during their induction, and instructed on the correct procedure to follow. They must report the death to the Registered Manager, currently this is Paula Burnham for the PA service and Deb Jones for Supported Living, by telephone in the first instance (on the office number during working hours or via the on-call number if out of office hours) at the earliest opportunity and complete a comprehensive Incident Report which must be emailed in to the office without delay. This will be reviewed by Senior Management to identify any learning or training needs for the future and to ensure all appropriate steps are taken.

It is the responsibility of the relevant Registered Manager to notify the Care Quality Commission without delay. This task will only be delegated to another member of staff if the Registered Manager is absent on leave. The appropriate form titled "Notification form: Death of person using the service" should be completed and emailed to HSCA_notifications@cqc.org.uk. Notifications should not identify the person to whom they relate so the Registered Manager will allocate a unique code to the individual and keep a confidential record of this.

The notification includes:

- The unique identifier code
- The date they started using the service
- The date and time of death
- The time the person was found
- Where the person died
- Cause of death (if known)
- Whether death was expected
- If it was not expected, a unique code (payroll number) for the last person caring for the individual
- Any surgical procedure within-30 days of death
- Any restraint within 30 days of death
- Any concerns about drugs or medical devices
- Relevant dates and circumstances (using codes where relevant)
- Personal details about the person:
 - age range
 - Gender
 - Ethnicity
 - Disability
 - Religion/belief
 - Sexual Orientation

There is also a section regarding “Duty of Candour” which is described under Regulation 20 of the regulated activities regulations 2014:

- (1) Registered persons must act in an open and transparent way with relevant persons in relation to care and treatment provided to service users in carrying on a regulated activity. (2) As soon as reasonably practicable after becoming aware that a notifiable safety incident has occurred a registered person must— (a) notify the relevant person that the incident has occurred in accordance with paragraph (3), and (b) provide reasonable support to the relevant person in relation to the incident, including when giving such notification.

Following the death, the line manager of the member of staff working with the deceased client will support him/her in dealing with the bereavement as appropriate, and send a letter of condolence from the organisation to the family of the Member.