

POLICY AND PROCEDURE

Notification of Death

Category: staff and volunteers



SoLO
Life
Opportunities

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Chelmsley Wood
Birmingham
B37 7PU

Charity No. 1102297
England Company No.
5025939

Introduction

SoLO's Personalisation Service which provides Personal Assistants to children and adults with learning disabilities is registered with the Care Quality Commission, and as such is required to meet specific standards. If a Member who accesses our Personalisation service dies whilst with the Personal Assistant, or as a consequence of activity with that Personal Assistant, there is a requirement to notify the Care Quality Commission of the death of that Member.

Policy Statement

All staff operating as Personal Assistants 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 Paula Burnham) 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.

Procedures

It is the responsibility of the Registered Manager of the Personalisation Service 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. 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 will include:

- 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 code (payroll) for the last person caring for the individual
- Any surgical procedure within 7 days of death
- Any restraint within 7 days of death
- Any concerns about drugs or medical devices
- Relevant dates and circumstances (using codes where relevant)
- Personal details about the person:
 - Date of birth
 - Gender
 - Ethnicity
 - Disability
 - Religion/belief
 - Sexual Orientation

Following the death, the line manager of the Personal Assistant (Personal Assistant Manager) 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.