



Family Nursing & Home Care

Standard Operating Procedures Financial Transactions on behalf of a Homecare Service User

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Document Profile

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Version Control

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May 2024	1	New Standard Operating Procedures

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Introduction

Family Nursing & Homecare (FNHC) aims to promote and maintain the autonomy and independence of its service users wherever possible in all aspects relating to the care and services they receive. This includes keeping control of their own finances and money and doing their own shopping. However, FNHC also understands that handling service users' money, for instance when doing shopping on behalf of a service user, is an important aspect of care that some may require.

The impact of financial abuse should not be underestimated and can be every bit as significant as physical abuse. Even small losses have the potential for significant impact when considered in context with a person's overall wealth / income and whether or not they have access to the right support.

These Standard Operating Procedure (SOP) set out FNHC' s approach to handling service user's money and any financial transactions, including where it needs to investigate suspected financial irregularities and possible abuse.

Family Nursing & Home Care believes that it has a fundamental role to ensure that its clients, many of whom need support with daily living skills, receive the best quality care possible and are protected ,at all times, from all forms of abuse, including theft and fraud.

It is not possible to eliminate the risk of staff being accused of theft or fraud as they spend periods alone in a client's home. It is therefore very important that care staff working for FNHC, conduct themselves in an open and honest manner.

The organisation will keep secure written records of all transactions with service user's money, in line with FNHC's Confidentiality and Record Keeping policies.

All employees are expected to report known or suspected financial irregularities.

SOP 1 Preparing to go shopping on behalf of a service user

Purpose

Where a service user is unable to shop independently and has no one else to do this, shopping may be undertaken by care support workers as part of that client's care plan. An assessment of the client's ability to manage their finances will already have been undertaken and a care plan and risk assessment will be in place to support shopping needs.

Scope

Care Support Workers preparing to shop for a client should follow this SOP. SOP 2 covers the financial procedure to follow on return with the shopping.

Core Requirements/Procedure

The client will create a shopping list that the carer should go through with the client to confirm carer understanding of items requested to be purchased.

Prior to leaving the client's home, fill in the pink side of the FNHC Finance sheet ([appendix 1](#)). This section is specifically for the money given to the carer and signed / witnessed by the client.

Ensure that the client signs this prior to you initialling, as you are confirming the amount recorded is the amount of cash you have been given.

Carer can accept food vouchers towards the client's shopping. Ensure to document this accurately on FNHC Home Care Finance Sheet and follow the same steps as with cash but specify the transaction with food vouchers.

Carers must keep the client's cash completely separate from their own personal cash or belongings.

SOP 2 Returning with shopping

Purpose

To ensure financial transactions are carried out with transparency, this procedure needs to be followed.

Scope

This SOP is relevant to Care Support Workers returning with shopping. Confirming the client is happy with the purchases, managing receipts and change and recording all financial transactions are covered in this SOP.

Core Requirements/Procedure

Show the client the receipt and together go through the shopping that has been purchased, prior to putting it away.

For each visit to a shop, on the Home Care Finance Sheet ([appendix 1](#)), place each financial transaction on a separate row.

Take a photo of the receipt and include in the care record for that visit in Care Planner.

Ask the client if they are happy for the receipt to go in the envelope in the client kept care records (blue folder), If agreed, then record 'Y'. If not agreed, record 'N'. In the client's care records, record that they have declined to keep the receipt e.g. "Declined receipt remaining with client" or could be "client has destroyed receipt."

Client to sign to say they have agreed with receipt and change.

Carer to sign afterwards and place in client's kept care records (blue folder).

SOP 3 Dealing with 'full' Home Care Finance Sheets

Purpose

In line with good recordkeeping and information governance practice, Home Care Finance Sheets no longer in use need to be returned to Le Bas Centre for compliance monitoring followed by secure filing.

Scope

This SOP should be followed by Care Support Workers and by their Line Managers on receipt of the documents.

Core Requirements/Procedure

Take all 'full' Home Care Finance Sheets to the Home Care Office at the Le Bas Centre.

Homecare Registered Manager or Senior Health Care Assistant (SHCA) will scan and save the Home Care Finance Sheets to the client's electronic records. These documents will be saved on Care Planner, along with the photos of the receipts and change already saved at the time of the transaction by the Care Assistant.

The Homecare Manager and Senior Carers will regularly review the records to observe compliance with financial transactions.

This will include monitoring any unexplained changes these might include:

- more frequent transactions
- purchases in excess to the client's requirements
- Increased spending without an explanation from the client.

When suspicious activity is detected a follow up investigation will take place alongside reporting to relevant agencies including the Adult Safeguarding team, Jersey Care Commission and where appropriate the Police.

SOP 4 Raising and investigating financial irregularities and suspected financial abuse

Purpose

Concerns regarding financial irregularities and suspected financial abuse may arise from a range of sources. These might include:

- the client
- other care support workers/colleagues
- findings from proactive or reactive monitoring
- family or friends of the client
- others

Family Nursing & Home Care will investigate all concerns raised in line with all relevant policies. Concerns might include (list not exhaustive):

- financial irregularities
- the mishandling of service users' money or financial affairs
- dishonesty
- theft
- fraud

Scope

Any concerns by Care Support Workers and any concerns brought to the attention of Family Nursing & Home Care regarding a client's finances.

Core Requirements/Procedure

Where Care Support Workers suspect financial abuse of a client (by any source or cause), report this immediately to a Line Manager.

All concerns raised in relation to suspected financial abuse will be investigated by following the appropriate policies and procedures. The response by managers to concerns raised should be proportionate to the situation.

Where a member of Family Nursing & Home Care staff has raised the concern, they should be protected from any adverse repercussions, as per the organisational Whistle Blowing Policy.

Where there is suspected financial abuse involving a member of staff, the Human Resources (HR) Department should be informed.

The Registered Manager for Home Care, or other senior manager in their absence, should inform the Jersey Care Commission (JCC) and the Adult Workforce Designated Officer (AWDO). The AWDO will decide whether the case will be dealt with under the 'Multi-agency Framework for Managing Allegations in respect of People working with Adults in a Position of Trust' or as a safeguarding enquiry.

References

Safeguarding Partnership Board (2021) Multi-agency Framework for Managing Allegations in respect of People working with Adults in a Position of Trust; available at [Policies | Jersey Safeguarding Partnership Board](#) (last accessed 21.03.24)

