

Company Name: Integrative Supported Living Care

Policy No: 03-3718	Authorised: Pellagia Margolis	Date: 15/01/2020
HANDLING SERVICE USERS' MONIES & PENSIONS		

This Policy defines the MANDATORY procedures which must be taken in respect of handling a service user's monies and pensions:

1. Wherever possible, Care Staff should avoid becoming involved in service users' financial affairs. However, it is recognised that some handling of service users' cash and cheques may be unavoidable if care duties involve assistance with shopping or banking, and in this respect the following procedures MUST be followed:

2. **HANDLING CASH FOR SHOPPING AND PENSION COLLECTIONS:**
 - 2.1 All cash handling must be accounted for in writing. A Receipt Book will be prepared for each service user in which all cash transactions are recorded.
 - 2.2 When shopping for the service user, or collecting pensions, all cash and Pension Books received from the service user will be recorded in the Receipt Book, and the service user asked to sign and date the entry.
 - 2.3 Upon returning, details of all purchases made for the service user, together with any cash change and pensions collected will be recorded on the same receipt entry in the Receipt Book, signed and dated by the client, and the top copy given to the service user.
 - 2.4 All purchases made for the service user will be covered by appropriate receipts as proof of purchase. All such receipts will be attached to the top copy of the Receipt Book page given to the service user, ref. 2.3 above.

3. **HANDLING CASH AND CHEQUES FOR BANKING:**
 - 3.1 Where possible, service user should be encouraged to write their own cheques. If this is not possible, and a relative cannot undertake this responsibility, Care Staff will write the cheque to the service user's instructions in the presence of the service user for the service user to sign.
 - 3.2 A record will be made in the Care Plan Notes that a cheque has been prepared for the service user, together with the amount.
 - 3.3 If a cheque is given to the Care Worker by the service user for the Care Worker to cash on his / her behalf, then a full record of this cheque will be recorded in the Receipt Book in the same way as a cash transaction, ref. 2. above. Similarly, all cash received from the encashed cheque will be returned and accounted for in the Receipt Book, per 2.3 above. Where a cheque has been prepared for paying a bill, a receipted invoice will be obtained for the amount paid and this receipt returned to the service user as before.
 - 3.4 Where cash or cheques are given to the Care Worker for deposit in the service user's bank / post office / building society account, then the deposit slip will be completed per 3.1 above, and a receipt made out per 2.2 above. The stamped and receipted counterfoil / paying-in book will be returned to the service user, which is then receipted per 2.3 above.

4. **PROHIBITED ACTIVITIES:**

The Care Worker is NOT permitted to become involved in any of the following activities for or on behalf of a service user. This will supplement *Policy No 1005*:

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- 4.1 The Care Worker must not borrow money from a service user, or become involved in lending money to a service user. Similarly, the Care Worker must not accept gifts or cash from the service user (refer to *Policy No 3504*).
- 4.2 UNDER NO CIRCUMSTANCES MUST THE CARE WORKER ACCEPT A SERVICE USER'S DEBIT OR CREDIT CARD, WITH ATTENDANT PIN NUMBER(S), FOR USE AS A MEANS OF PAYING BILLS OR CONDUCTING OTHER FINANCIAL TRANSACTIONS ON BEHALF OF THE SERVICE USER. If the service user offers such a means of payment the Care Worker must report this immediately to his / her Supervisor or Manager for appropriate advice and action.
- 4.3 The Care Worker must not take any responsibility for looking after a service user's valuables, or selling or otherwise disposing of goods belonging to the service user, even at the service user's request. Similarly the Care Worker must not attempt to sell goods or services to the service user.
- 4.4 The Care Worker must not become involved in gambling or betting syndicates (such as the lottery or football pools) with the service user.
- 4.5 The Care Worker must not use any of the service user's facilities or property for personal purposes. This includes making calls on the service user's telephone.
- 4.6 The Care Worker is not permitted to use loyalty cards unless they belong to the service user and are used specifically and wholly for the service user's benefit.
- 4.7 The Care Worker must not incur any liability on behalf of the service user.