

Death of a Service User Policy

CM14

Date Written	
Author(s)	
Version	
Date Signed Off	
Reviewed by	

Date: []

Review Data

Initial Production

Name	Role/Department	RACI	Date

R = Responsible for writing the policy; **A** = Accountable; **C** = Consulted; **I** = Informed

Change History

Version	Date	Details of Change	Author

Emergency Contact Details

Name	Email	Mobile

CQC Fundamental Standards

Regulation Number	Regulation Details
Regulation 16: Notification of death of service user	The registered person must notify the Commission without delay of the death of a service user.

Key Lines of Enquiry

KLOE	How this applies to Death of a Service User
Caring	Responding appropriately to the death of a service user demonstrates caring.
Well led	Having proper record-keeping and notification procedures evidences that we are well led.

Related Documents

This policy should be read in conjunction with our:

- CM11 - Confirmation of Death Policy
- CM18 - End of Life Care Policy
- CMN07 - Notifications Policy
- BP10 - Record Keeping Policy

Policy Statement



Policy Aims

To ensure that in the event of a death, either expected or sudden, that the required procedures are followed. It is also our policy to provide appropriate support to bereaved relatives, friends, or service users and staff members who are affected by the person's death.

This policy is intended to set out our principles, which underpin the organisation's approach to service users who die while in the supported living environment or in hospital.

If the death was expected:

If the death has been expected or the G.P. has seen the service user in the last 14 days and can certify the cause of death, he or she will issue the Team Leader/on call manager with a medical certificate that shows the cause of death. This will be in a sealed envelope addressed to the registrar with a formal notice that states that the doctor has signed the medical certificate and tells you how to go about registering the death.



Key Question: What should I do if the death was unexpected?

“Unexpected Death” is any death that:

- Is a result of trauma (that is, caused by a sudden physical injury);
- Occurs under suspicious, obscure, or otherwise unexplained circumstances; or
- Occurs while a grievance, appeal or fair hearing is pending at the time of death.

If the death is sudden or the service user has not been seen by the G.P for 14 days or more, management will contact the service user's G.P, who will inform the Police and Coroner's Office. The body should not be moved until the coroner has been notified

If there are suspicious circumstances surrounding the death of a service user or if there is a potential threat of danger, care workers are to call the police immediately.

Key Actions

The key actions in the event of a sudden death are as follows:

- Management /on call management will inform the local emergency duty team (E.D.T.).
- Senior Management will notify the social services/health authority and the social care inspectorate (CQC) in writing before the close of the next working day, and send full information through a statutory notification form.
- Recording the date and time of death.
- Senior Management will notify the G.P.
- Senior Management will identify a responsible person to complete the necessary legal procedures such as registering the death. NB the death of a service user must be registered in the district where it took place.
- Senior/On call Manager should contact the relatives of the deceased person immediately or as soon as it is possible, depending on any agreements that have been made with them.
- In cases where service users have no next of kin or relatives who cannot be contacted, our organization will contact the local authority to find out about the correct procedures to follow.
- Staff and Senior Management will record any unusual circumstances surrounding the death that might need further investigation.
- Senior Management will find out the necessary information to determine if there is likely to be a post-mortem or coroner's inquest and will follow the required procedures.
- Senior Management will identify any bereavement support and counseling needs of staff or Service Users who are emotionally affected by the person's death.
- Senior Management will identify who will be responsible for resolving any outstanding financial affairs and receiving any property and valuables and taking steps to address these.

Funeral Arrangements

The organisation will find out the Service User's wishes on the funeral arrangements well in advance and these should be recorded within the service user's personal notes.

If a cremation is required two separate doctors sign the cremation form.

Senior management will contact the service user's minister of religion or spiritual advisor if there is any uncertainty about whether there are any particular procedures or rituals which should be carried out or observed after death, according to the service user's religion or customs.

Careville Ltd will make arrangements for staff and other service users to attend the funeral if they wish. We will always ensure that at least one staff member/representative attends the funeral, as well as sending a condolence card or letter to relatives.

We will offer relatives of the deceased person support, including any emotional support they need, over the arrangements surrounding the death.

We will also provide staff that is affected by a service user's death with emotional support and bereavement counselling if needed.

CQC notification

In the event of the death of a Service User, the nominated individual must be informed immediately. The nominated individual must then report the death, without delay, to CQC if the death:

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



Key Question: What happens to their personal belongings?

Senior management will liaise with the social worker regarding the reading of a will, (if applicable).

In the event that a will has not been left by the service user, senior management will discuss with the social worker the possibility of probate action.

At an appropriate time, the manager will then arrange for the service user's personal belongings to be collected by the person named in the will, next of kin, relatives, acting on their behalf, furniture and other effects are also dealt with in the same way.

Management will ensure that relatives sign a receipt for the personal belongings. Out of respect for the deceased service user, we will not reallocate the service user's room/home until the full notice period has expired, all effects are cleared and the room/flat is made fit for purpose of someone else.



Key Points to Take Away

If the death has been expected or the G.P. has seen the service user in the last 14 days and can certify the cause of death, he or she will issue the Team Leader/ on call manager with a medical certificate that shows the cause of death.

If the death is sudden or the service user has not been seen by the G.P for 14 days or more, management will contact the service user's G.P, who will inform the Police and Coroner's Office. The body should not be moved until the coroner has been notified.

The organization will find out the Service User's wishes on the funeral arrangements well in advance.

Senior Management will notify the social services/health authority and the social care inspectorate (CQC) in writing before the close of the next working day, and send full information through a statutory notification form.

Emotional support will be provided for relatives and also for affected members of staff.

Policy Review

A Director will review this policy at least once a year to make any updates needed.

Authorisation and Signature

This Policy is the authorised version agreed by the Directors of Careville Ltd. All employees are expected to follow this policy and failure to do so could result in disciplinary action.

Director's Signature

Director