

July 2017

Death of a Client Policy



Date Written	17.07.2017
Author(s)	Registered manager
Version	2.0
Date Signed Off	20/07/2017
Reviewed by	

Unit 1 Chandos House,
Hankridge Way,
Taunton,
Somerset
TA1 2LR

Review Data

Initial Production

Name	Role/Department	RACI	Date
Registered manager	Registered Manager	RA	17.07.2017
Registered manager	Registered Manager	RA	04/12/2017

R = Responsible for document production; A = Accountable; C = Consulted; I = Informed

Change History

Version	Date	Details of Change	Author
2.0	17.07.2017	Re-write and re-structure of original policy in line with most recent legislative updates.	Registered manager

Emergency Contact Details

Name	Email	Mobile
Registered manager	fran@livein.care	

CQC Fundamental Standards

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

Key Lines of Enquiry

KLOE	How this applies to Death of a Client
Caring	Responding appropriately to the death of a Client 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:

- [End of Life Care Policy](#)
- [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, 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 Clients 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 Client in the last 14 days and can certify the cause of death, he or she will issue the relevant 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 Client has not been seen by the G.P for 14 days or more, management will contact the Client'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 Client 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 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. The death of a Client 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 Clients have no next of kin or relatives who cannot be contacted, our organisation 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 counselling needs of staff 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 Client's wishes on the funeral arrangements well in advance and these should be **recorded within the Client's personal notes**.

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

Senior management will contact the Client'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 Client's religion or customs.

Living Carers Ltd will **make arrangements for staff 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 Client's death with emotional support** and bereavement counselling if needed.

CQC notification

In the event of the death of a Client, 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 Points to Take Away

- If the death has been expected or the G.P. has seen the Client in the last 14 days and can certify the cause of death, he or she will issue the Line Manager/on call manager with a medical certificate that shows the cause of death
- If the death is sudden or the Client has not been seen by the G.P for 14 days or more, management will contact the Client'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 organisation will find out the Client'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

This policy will be reviewed by the Registered Manager at least annually to make any updates and amendments necessary to ensure the policy conforms to current legislation, reflects current practice and expectations.

Authorisation and Signature

This Policy is the official and authorised version agreed by the Directors of Living Carers Ltd. All employees are expected to work in accordance with this policy and failure to comply with this policy could result in disciplinary action.

Registered Manager

04.12.2017