

## **Handling of Clients' Money and Property, Gifts and Gratuities Policy**

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### 1 CLIENTS' MONEY - SHOPPING

If a carer undertakes shopping for a client, in general the carer must obtain the money for the shopping from the client in advance in CASH form. In appropriate cases another arrangement may be agreed between 1st Homecare and the client or the client's representative(s), usually this will be to invoice the client for shopping obtained on his/her behalf.

On NO account must a carer use a client's credit or debit card to purchase the shopping. Should the client try to give a carer their credit or debit card it must be explained to the client that the carer cannot use their card. This is strictly enforced by 1st Homecare, and failure to follow this Policy will be treated as a serious matter, will be investigated, and may lead to disciplinary proceedings.

The cash amount given by the client should be agreed between the carer and client and should be recorded and signed for by the carer in the client's financial transaction report.

If the client's Care Plan includes the collection of pension monies for the client, and the client wishes the carer to use pension monies collected to do shopping for the client, then the procedure in paragraph 2 below should be followed.

After the carer has been shopping, the cost of each transaction in all shops should be recorded by the carer in the financial transaction report and supported by receipts to confirm the amount spent. The total amount spent should then be calculated and the change owed to the client should then be confirmed and agreed with the client. The client should then sign against the entry in the financial transaction report to confirm that they have received the correct change for their shopping.

The receipts should be stored in an envelope and given to the client.

Carers may not make use of any store loyalty cards held by the client, other than for the benefit of the client.

### 2 CLIENTS' MONEY – PAYMENT OF BILLS AND COLLECTION OF PENSIONS

The payment of a client's bills and/or collection of a client's pension monies may be part of a client's Care Plan. Payment of bills and/or collection of pension monies may be included as part of a shopping call. Bills may only be paid using cash obtained in advance from the client or using pension monies collected for the client if part of the Care Plan.

All pension monies collected on behalf of a client should be given to the client, less the money used for the shopping and/or for the payment of bills on their behalf. The money paid towards shopping or bills from pension money should be accompanied by receipt(s) which should be given to the client. The following must be recorded in the financial transaction report:

- the amount of pension withdrawn,
- the money taken from the pension and paid towards shopping or payment of bills and
- the total amount left.

All amounts recorded in the financial transaction report should be explained to the client, agreed with and signed for by the client.

All financial transactions undertaken for a client should also be recorded in the daily record kept in the client's home and signed by both the carer and the client.

### 3 GIFTS OFFERED BY CLIENTS TO CARERS

All personal gifts offered by clients should be refused, except for small token presents. If a client tries to insist upon making a gift to a carer that is more than a small token present, the carer should contact the Office to take advice on handling the situation.

Carers are strictly prohibited from entering into any financial transactions with clients. This includes the taking of gratuities, borrowing or lending money or involving a client in gambling syndicates.

### 4 CARE AND USE OF CLIENT'S PROPERTY

Carers should not borrow any personal items from clients and should not lend any personal items to clients. Carers are not permitted to look after any valuable items on behalf of clients or become involved in the sale of items on behalf of, or to, a client.

Carers should not make use of any of the client's property, for example the telephone, except on behalf of the client and for the purposes of caring for the client. If carers are required to use the client's telephone to log in and out on the CM2000 system of time recording, the carer must obtain the prior permission of the client to use the telephone. In an emergency, if it is not possible to ask consent from the client e.g. if the client has suffered a fall and is unconscious, the carer can use the phone if necessary eg. to call the emergency services and the Office or On call manager and family/representative.

**Carers should always remember that during their visit they are entering and working in another person's home, and they should respect and care for the property in that home.** Great care should be taken, particularly in housework calls and in moving or manipulating equipment such as hoists, that no damage or detriment is sustained to any property of the client. On occasion it is possible that accidents may occur and the property of a client may accidentally be damaged during the course of a visit. Should any property be damaged by a carer, then the Office or On call manager should be informed, and the incident should be recorded by submitting a Report to Office form and an Incident Report form. The Company will then contact the client to deal with the matter.

It is absolutely forbidden to take any unauthorised person, including children, and/or any animals, into a client's home or allow any person other than another 1st Homecare member of staff authorised to do so, to accompany you to the client's property.

### **5 WILLS AND LEGACIES**

Carers, and any members of a carer's immediate family, should not be witness to a client's will and under no circumstances should any carer become an executor of a client's will. No carer, or any member of their immediate family, should in any way solicit a bequest or legacy.

### **6 MATTERS THAT MAY NOT BE DISCUSSED WITH CLIENT**

On NO ACCOUNT should a carer discuss their personal financial situation with a client. Carers do form bonds with the clients they care for, and this is important, but at all times carers must remember that they have a professional relationship with the clients. A carer's personal financial position is not a matter of concern for clients. In the worst case a client might think that they are being indirectly asked for money by the carer, giving rise to concerns about Safeguarding (financial abuse) – even if the carer has no intention of obtaining money from the client. In the unlikely case that a client enquires about a carer's financial position, the carer should politely explain that it is not appropriate for them to discuss this with the client. The carer should let management know if a client does enquire about this.

### **7 BREACHES IN PROCEDURE**

Any action that contravenes this policy and/or any irregularities concerning a client's financial transactions WILL result in an investigation and potential disciplinary action as covered by the Disciplinary and Grievance Procedure. A carer who is found to have breached this procedure may be dismissed.

### **8 GENERAL**

This version of the Policy replaces any previous versions. The Policy may be changed at any time and staff shall be notified of any changes.

### CHANGE HISTORY

Issue	Date	Description of Change and Reason
1	2012	First Issue
2	February 2013	Clarification regarding use of cash only for shopping, and matters that may not be discussed with client.
3	February 2014	Minor changes
4	November 2014	Fourth issue – formatting changes and insertion of review date
5	June 2016	Fifth issue – inclusion of reference to use of telephone for CM2000, minor amendments including change to statement that breach of the Policy “may” result in dismissal.
6	November 2016	Sixth Issue – addition of Company logo and Oxford office address, addition of reference to alternative arrangement to cash, amendments to wording to cover both companies.
7	January 2019	Seventh Issue – amendment to address and minor wording changes/grammatical changes
8	January 2020	Eighth Issue – inclusion of KL address
9	June 2022	Ninth Issue – minor amendments including “will” being amended to “may” in relation to any reference to disciplinary action, and deletion of reference to a carer not being a beneficiary of a client, and addition that no one except another authorised 1st Homecare member of staff may accompany a carer to a visit.

### DOCUMENT CONTROL

Name of document	Handling of Clients' Money and Property
Status	Approved
Issue	9
Issue date	June 2022
Maintainer	1HC
Owner	1HC
File name	1HC Handling of Clients' Money and Property, Gifts and Gratuities Policy
File location	New policies/Care
Review date	June 2024