


# TERMINATION OF CARE SERVICES

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<b>REVIEWED BY</b>	Manager (MP)	
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## Policy Statement

*In the rare event of the organisation terminating care services to a resident, a fair and transparent process must be followed. This policy sets out, in detail, the steps that should be taken to terminate any care service delivered by the organisation.*

## Principles

As a general rule, the grounds for termination of the service applies to both resident and to the provider. Where the resident lacks capacity the organisation must take steps to ensure that the residents family, representative, or relevant person where a best interest decision is required must be fully engaged in the discussions and decision-making process.

## Reasons for Termination

These include:

- ❓ A voluntary decision by the resident
- ❓ The organisation can no longer meet their assessed needs
- ❓ A hospital or hospice admission or similar health setting
- ❓ A move to different care environment
- ❓ Death of the resident
- ❓ A breach of contract, including non-payment of fees

Detrimental behaviour would be considered on an individual basis and would involve a multi-agency approach in order to achieve the best outcome for the resident and in recognition of the importance of the right setting when the resident can no longer be maintained at the nursing home.

## Termination Notice Periods

Termination of the service is always, after discussion and agreement, recorded in writing and the notice period starts from the date of receipt of written notice. Our notice period is 28 calendar days. It is important to work collaboratively in order to minimise any distress to the resident, where a change of accommodation or provider is the reason for termination.

*This policy should be read in conjunction with the Terms of Business, Residents Contract and Resident Guide.*

*Please note: when the resident lacks capacity, the Mental Capacity Act 2005, in conjunction with multi-agency partners, family, representatives and any relevant persons, will be followed and adhered to during the process.*

## Training Statement

All staff should be familiar with this policy and updated when the organisation reviews and amends changes.

*Related Policies  
Dignity and Respect  
Mental Capacity Act 2005*