

NursingDirect

POLICY NUMBER: **69**

POLICY TITLE: **DEATH OF A CLIENT/ SERVICE USER**

WHO MUST ABIDE BY THIS POLICY? **ALL AGENCY STAFF**



DEATH OF A CLIENT/ SERVICE USER

THE PURPOSE OF THIS POLICY

To inform staff and clients of our Death of a Client/ Service User policy.

DEATH OF A CLIENT/SERVICE USER

Unfortunately care in home can occasionally involve situations where expected and unexpected death can occur.

Whilst it may not be possible to anticipate the timing of death, the Company is committed to participating in a planned and responsible management of the event. This encompasses suitable and sufficient guidance for the agency worker who is undertaking the care we need to have appropriate contact details for his/her relatives provided by the by the customer.

When a customer dies in the home carers should follow this procedure:

- Call their GP or the Ambulance Service
- The time at which breathing and pulse stopped must be recorded where possible.
- As soon as possible, notify your manager, who will notify the next of kin.
- (It is the responsibility of the next of kin, or the Service User's representative to notify the undertakers once the GP has issued the death certificate, unless specific alternative arrangements have been made).

The Registered Manager:

Will give notice to the relevant Care Commission in accordance with the regulations. The information should include the circumstances of the death.

Nursing Direct will keep full records of event in with client file including CQC report evidence.

Carers will be given information on possible counselling services.