



Policy 1.15

Procedure: Death of a Client/ Service User

Care in the home frequently involves 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, and the provision by the Service User of appropriate contact details for his/her relatives.

When a Service User dies in the home, their GP or the Ambulance Service should be summoned immediately. 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.