# Death of a Customer

##### Policy

Unfortunately, it is a sad fact of life that at some point we will all pass away.

My Support and Care Services Ltd believe that with a little forward planning, this sad occasion can be made a little easier for those involved.

My Support and Care Services Ltd will endeavour to evident the requests, wishes and needs of the Customers in the event of their death.

It may not be possible for customers to be able to make informed choice with regard to such an occasion, but if possible their views should be gathered and recorded.

If possible and appropriate, and the customer chooses to, the next of kin should be involved in finalising any plans of this nature.

The points covered will include:

* Any religious needs.& preferences for a service
* Disposal of the body.
* Disposal of financial assets
* Disposal of property and effects.

Terminally ill customers will be reassured that they can continue their care until such time as My Support and Care Services Ltd can no longer meet their support needs. My Support and Care Services Ltd will access support at this time to assist the customers, and others to cope with this difficult time.

If a customer is found either dead or presumed dead, the following procedures must be followed:

* Call ambulance service on 999. Inform them of the situation, clearly stating your name and the location of the customer presumed dead.
* Call the GP and again, confirm the address.
* Do not move the body or anything in the vicinity.
* Contact the police and give them the relevant information.
* Contact the service manager in their absence contact company director.
* The service manager will Contact the customers Next of Kin (be sensitive to any cultural or religious requirements of the bereaved family and friends)

# *Service Manager / Personal Assistants*

**Within 24 hours of the discovery of the death of a customer:**

* Inform the Sponsoring Authority (Care Manager)
* Notify CQC.

##### Guidance

If a customer dies suddenly, this will inevitably cause distress to staff other customers. This will need to be managed with great care and support. The manager or a designated person will give advice and direction at the time; however the following guidelines should be followed:

Other customers should be directed to an area, which is removed from any activity surrounding the death. I.e. Paramédical intervention / ressuscitation etc.

The customers (whom it may well affect) should be informed of the situation as soon as is practical, and in a calm manner. A delegated staff member should then be present with the customers to offer support and reassurance.

The effects of a death can take time to manifest themselves and each customer will be given the on-going support required to deal with the situation. They will be given an opportunity to talk about how they are feeling and given the support to enable the grieving process to proceed. Some individuals may benefit from professional input and counselling at this stage, and staff will arrange for this if necessary, through discussion with care managers and other professionals.