

# POLICY AND PROCEDURE



Solihull  
Life  
Opportunities

St Andrew's Centre  
Pike Drive  
Chelmsley Wood  
Birmingham  
B37 7US

Charity No. 1102297  
England Company No.  
5025939

## Notification of Death

**Category:** staff and volunteers

### Introduction

SoLO's Personalisation Service which provides Personal Assistants to children and adults with learning disabilities is registered with the Care Quality Commission, and as such is required to meet specific standards.

If a Service User who accesses our Personalisation service dies whilst with the Personal Assistant, or as a consequence of activity with that Personal Assistant, there is a requirement to notify the Care Quality Commission of the death of that Service User.

### Policy Statement

All staff operating as Personal Assistants will be made aware of this requirement during their induction, and instructed on the correct procedure to follow. They must report the death to the Registered Manager at the earliest opportunity and complete a comprehensive Incident Report.

### Procedures

It is the responsibility of the Registered Manager of the Personalisation Service to notify the Care Quality Commission without delay. This task will only be delegated to another member of staff if the Registered Manager is absent on leave. Notifications should not identify the person to whom they relate so the Registered Manager will allocate a unique code to the individual and keep a confidential record of this.

The notification will include:

- The unique identifier code
- The date they started using the service
- The date and time of death
- The time the person was found

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- Where the person died
- Cause of death (if known)
- Whether death was expected
- If it was not expected, a code for the last person caring for the individual
- Any surgical procedure within 7 days of death
- Any restraint within 7 days of death
- Any concerns about drugs or medical devices
- Relevant dates and circumstances (using codes where relevant)
- Personal details about the person:
  - Date of birth
  - Gender
  - Ethnicity
  - Disability
  - Religion/belief
  - Sexual Orientation

Following the death, the line manager of the Personal Assistant will support him/her in dealing with the bereavement as appropriate, and send a letter of condolence from the organisation to the family of the Service User.