



GENEVA HEALTH INTERNATIONAL

HANDLING SERVICE USER'S MONEY

There will be instances where nurses are required to handle service user's money of those individuals requiring care in their own home. The Company aim is to ensure the safe keeping of service users' money and property.

- ❖ All financial transactions are to be recorded in the Service User's care plan and signed by the nurse and service user or their representative. Nurses will also carry a duplicate receipt book and record the transaction within for their own records. This includes items that the nurse may be asked to dispose of on behalf of the service user.
- ❖ Staff will be informed that under no circumstances are they to retain any money, cash point cards, cheque books or pension books that belong to the service user.
- ❖ Staff will not perform any personal shopping or financial transactions at the same time as undertaking transactions on behalf of the service user.
- ❖ Staff are not permitted to use their own loyalty/points cards when shopping on behalf of a service user or are they to purchase items "buy 1 get 1 free" and keep free items for themselves. The free promotion items must be passed on to the service user.
- ❖ All staff will sign a compliance slip with the policy and this will be retained within their personal file.
- ❖ The Registered Manager will inspect the record of financial transactions at each visit/review.
- ❖ Any complaints/discrepancies will be investigated immediately.
- ❖ Staff are instructed to inform the office when financial transaction record sheets are full and replacements needed.

It is the policy of Geneva Health that no staff member accepts gifts, gratuities or loans from any individual whilst they are working on behalf of the Company. Neither are staff members permitted to witness any wills or financial documents or to give financial advice.

Both staff members and service users are advised of this policy.