

West Berkshire Council - Adult Social Care Online Policy System (SCOPS)

What is it?

The Social Care Online Policy System (SCOPS) provides an Index of ALL West Berkshire Council adult social care services policies, procedures and information.

Policies and procedures provide a framework to inform action by Social Care staff, whether in relation to service users, personnel, health and safety etc. They should clarify the scope, purpose, and legal basis for any procedure and clarify management responsibilities and role of staff.

SCOPS ensures policies and procedures are available and accessible to all members of staff in an easily understood format.

Development of Policies Procedures

All documents must be produced in line with WBC 'Corporate governance document standards' which provides direction on the type, content and appearance of all documents and has been adopted for West Berkshire Council in order to ensure consistency in production and presentation of information.

These standards apply to all documentation generated and in use by West Berkshire Council staff to ensure that the authority operates as a viable and effective organisation.

Any work should pay attention to defining whether a document is a policy, procedure or guidance note. In particular note should be taken of approval routes.

Document types include:

- **→ Policy** (what is to be done and why it is to be done)
 - A statement of intent in respect of a particular responsibility
 - A Policy may require a number of standards and procedures to support it.
 - Any new or revised policy or strategy should undergo a basic Equality Impact Assessment to ensure equality issues have been considered and any likely negative impact has been addressed.
 - To be approved by Corporate Board, and if necessary Management Board
- **♦ Standard** (gives the required level of activity or quality)
 - To be approved by Service Director
- **♦ Procedure** (defines how the activity or task is to be conducted).
 - To be approved by Service Management (ASCM)
- **→ Guidance** (explanation or assistance on delivery)
 - To be approved by relevant Management teams / ASCM as appropriate

For further guidance on these templates or drafting policies / procedures please contact us. It is essential that SCOPS is accurate and up to date and is a single point of reference for all Adult Social Care policies and procedures.

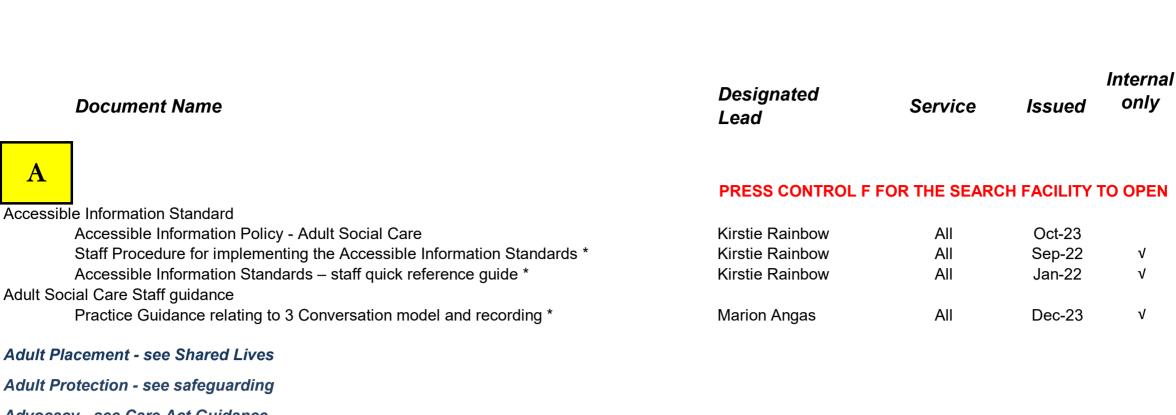
Management of Policies Procedures

The SCOPS Index is maintained by the Information Coordinator, Adult Social Care. All services areas are responsible for informing the Coordinator of changes to policies and procedures they work to.

Functionality of SCOPS

As well as being a source for our policy / procedural framework; SCOPS is also a management tool and can filter documents according to service / document owner / date etc. Please contact Barbara Billett to access this functionality.

This document is designed to be read online and links to relevant policies and websites. It will be kept up to date and the latest version can be found at www.westberks.gov.uk/scops



Advocacy - see Care Act Guidance

AMHP - in Mental Health section

Appraisal - see Employee performance management

Adult Social Care Workforce - Privacy Policy ASC WDS Data Submission * HR All Apr-22 v
Assessed and Supported Year in Employment (ASYE) for newly Qualified Social Workers (NQSW) Hannah Cole All Dec-22 v
Autism

Information for adults living with an Autism Spectrum Condition in West Berkshire

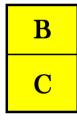
Adult Autism Strategy and Action Plan *currently under review*Autism Innovation Capital Grant application form

Rachel

Johnson/Hannah
All
Mar-24

Cole

Hannah Cole
All
Aug-22



C&YP - Childrens Services Policy & Procedure Library tri.x

Care Act Guidance

Care and Support Statutory Guidance updated Oct 2023	DoH & Social Care		Sep-24	
The Care and Support (Eligibility Criteria) Regulations 2014	GOV.UK		Oct-24	
Advocacy - Staff guidance to access independent advocacy with referral form link *	Sue Brain	ASC	Oct-23	٧

Care Director - Link to staff intranet pages for up to date guidance

Care Homes and Resource Centres - See Responsive Care Providers

Carers Payments - Procedure for staff *	KRainbow/ RSweetman	All	Feb-22
Care Quality Adult Social Care Provider Quality Assurance Framework Care Quality Team - link to webpage	Care Quality	All	Jul-22
CQ1 procedure	Care Quality	All	
CQ1 flowchart	Care Quality	All	

Charging

ng				
Adult Social Care Charging Policy	Jo England	All	Mar-24	
Charging for Adult Social Care - Review and Appeals Procedure	Diane Herd	All	Aug-24	
Appendix WB10 - Review Request	Diane Herd	All	Aug-24	
Appendix WB11 - Review Acknowledgement *	Diane Herd	All	Aug-24	٧
Appendix WB12 - Financial Assessment Appeal Form *	Diane Herd	All	Aug-24	٧
Appendix WB13 - Appeal Acknowledgement *	Diane Herd	All	Aug-24	٧
Appendix WB14 - Outcome of Appeal *	Diane Herd	All	Aug-24	٧
ASC Ability to Pay form	Diane Herd	All	Oct-23	
Guidance notes - non residential care services	Diane Herd	All	Apr-24	
Guidance notes - residential care services	Diane Herd	All	Apr-24	
Easy Read - Charging Guidance Notes	Diane Herd	All	Feb-24	
Deferred Payment Agreement Policy	Diane Herd	All	Mar-24	
Deferred Payments Guidance notes	Diane Herd	All	Jul-24	
Guidance notes - Care Home top up payments	Diane Herd	All	Feb-22	
Care Home Top-Up Procedure - staff guide *	Diane Herd	All	May-22	٧
Care Home Top Up Policy see Residential and Nursing Care Placements for Older People Policy				
Extra Care Housing costs Guidance notes	Diane Herd	All	Apr-24	

Children's Services Policy and Procedures

Tri.X Children's Services

Child Sexual Exploitation (CSE) and Child Criminal Exploitation (CCE) Transition to Adult Services Procedures - see Transitions

^{*} Indicate documents for WBC staff only. They will only be accessible if staff are logged on to WBC intranet.



Document Name	Designated Lead	Service	Issued	Internal only
Commissioning - Social Care				
3 Choices Process for Care Placement Flowchart and FAQs *	Karen Felgate	All	Oct-22	V
Care Placement Learning Disability Care and Accommodation Sourcing Procedure *	Karen Felgate	All	Oct-22	٧
Domiciliary Care 28 Day Notice Process * Domiciliary Care Sourcing Process *	Karen Felgate Karen Felgate	AII AII	Oct-22 Oct-22	٧
Learning Disability and Mental Health Placement Process *	Karen Felgate	All	Oct-22	V √
Respite Placement Process for Care Homes *	Karen Felgate	All	Oct-22	٧ V
Contracts and Commissioning Team Adult Social Care		7 11	000 22	•
Communications with Councillor Guidelines - See Need to know guidelines for Directors and Mem	bers			
Complaints Procedure				
Complaints procedure - Adult Social Care	Alison Lewthwaite	All	Nov-23	
Complaints procedure - staff guide *	Alison Lewthwaite	All	Jun-24	V
Complaints procedure - Internal investigation guidance notes *	Alison Lewthwaite	All	Feb-21	V
Complaints procedure - Independent investigation guidance notes *	Alison Lewthwaite	All	Feb-21	٧
Continuing Care	/ :		0 00	
Procedure for applying for Continuing Health Care *	M Angas/A Twine	All	Sep-23	٧
CHC - National Framework	Dept of Health	All	Jul-23	
Appendix 1 NHS CHC Needs Checklist *		All	Jul-22	٧
Appendix 2 CHC Consent form Client with Capacity *		All	Feb-22	٧
Appendix 3 CHC Consent form LPoA and BI Consent Form *		All	Feb-22	V
Appendix 4 CHC Public Information Leaflet		All	Aug-22	
Appendix 5 NHS CHC Referral Form *		All	Sep-23	٧
Appendix 6 CHC Trigger points crib notes *		All	Sep-23	٧
NHS CHC Berkshire Joint Protocol for Local Dispute Resolution		All		٧
Deferred Payment Agreement policy	Jo England	All	Mar-24	
Deputyship	Line Elemen	A.I.	0 04	-1
Deputyship Referrel form *	Lisa Flynn	All	Sep-24	V
Deputyship Referral form * COP3 Court of Protection Assessment of Capacity *	Lisa Flynn Lisa Flynn	AII AII	Aug-24 Jan-24	v V
Form to request support completing Deputyship applications	Lisa Flynn	All	Oct-24	V
	Lisa i iyiiii	All	001-24	
Direct Payments - see Personal Budgets				
Disabled Facilities Grant Procedure *	Marion Angas/ Aimee Connor	All	Jun-23	٧
Deprivation of Liberty Safeguards (DOLS) WBC Procedure for DOLS *	Sue Brain	All	May-23	٧
E				
Employee performance management				
Peoples Directorate Supervision procedure for Social Care Staff *	Hannah Cole/ S Harris	All	Feb-23	V
Appraisal form *	HR	All		٧
ASC Workforce Plan 2024-2027	Hannah Cole	All	May-24	٧
Employment of agency staff (care homes / resource centres) *	Sarah Salisbury	Provider Services	Feb-23	٧
Employment of agency staff (non care homes) *	Marion Angas	All	Feb-23	V
Appendix C Induction checklist for Agency staff in ASC*	Marion Angas	All	Feb-23	√
Equipment and Telecare				1 /
Equipment - ASC procedure for the assessment & provision of equipment * Procedure for provision of Technology Enabled Care (TEC), Monitoring & Response	Marion Angas	All	Aug-24	V
Service *	Marion Angas	All	Mar-24	٧
F				

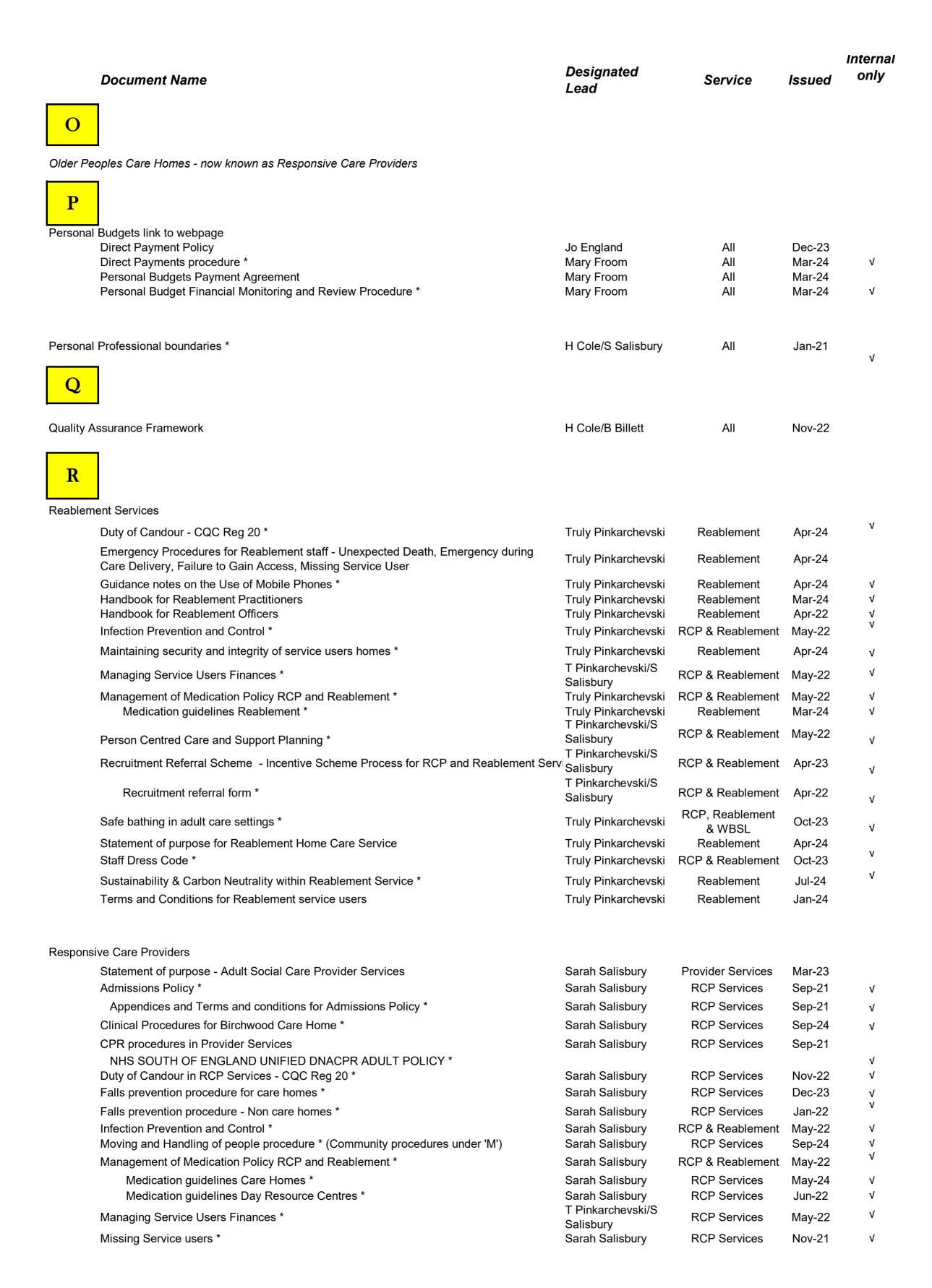


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Handling an incident - see Need to know				
Home Care - now referred to as Reablement services Hospital Admissions and Discharge				
MI and Locality Hospital Discharge Process Guidance * Psychiatric Hospital Admission and Discharge Process Guidance* - See Mental Health Human resources policy library - WBC intranet *	Ann Tubbs	All	Jan-24	√ √ √
I				
Induction procedures for Adult Social Care - online processes and induction manuals*		A .II		,
Induction procedures - Adult Social Care * ASC Induction and Refresher Training - intranet page link *	Hannah Cole	All	Mar-21	∨ ∨
ASC Direct Observation Training Standard * ASC Induction checklist for New Starters * ASYE intranet pages *	Sarah Salisbury Hannah Cole HR	AII AII AII	Jan-21 Oct-24	√ √ √
K L				
Learning Disabilities				
Policy Statement for Supporting People with a Learning Disability	Hannah Cole	LD	Mar-21	
Lone Working guidance for West Berkshire and guidance (Intranet page) *	Intranet page	All		٧
Guidelines for Reablement - Coordinators, Officers, Assistants, agency & office based staff *	Truly Pinkarchevski	Reablement	Apr-24	٧
All teams need to ensure that they have lone working procedures and safe systems of work established and documented and all staff are familiar with this.				
Mental Health				
Guardianship Policy * currently under review	Jenny Bayliss	All	Sep-19	ν
Guidance Notes - Reviewing Mental Health Service Users in Residential Placements	Hannah Cole	All	Apr-24	٧
Nearest Relative Policy * currently under review Psychiatric Hospital Admission and Discharge Process Guidance	Jenny Bayliss Liz Russell	All All	Nov-18 Oct-23	√ √
Appendix 1 - Commissioning Checklist	Liz Russell	All	Jul-24	√
Appendix 2 - Copy of JCT Calculator Appendix 3 - S117 Matrix form	Liz Russell Liz Russell	All All	Jul-24 Jul-24	√ √
Appendix 4 - S117 Funding Application Form	Liz Russell	All	Jul-24	√ √
Moving and Positioning procedures (in the community)	Marion Angas	All	Jul-21	
N				
Need to know guidelines for Directors and Members *	Paul Coe	All	Dec-23	V
Appendix C Adults Need to know form * Appendix D Safeguarding, Care Quality and Complaints Need to know form * New Way of Working - Practice guidance See Adult Social Care section		AII AII	Aug-20 Aug-20	√ √
No Wrong doors: Joint Procedures to support young carers and their families	Hannah Cole	All	Dec-23	

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Responsive Care Providers (cont'd)				
Passenger Assistant Protocol for Day Opportunities & Adult Social Care Transport Services *	Sarah Salisbury	RCP Services	Nov-21	٧
On-call Arrangements in care homes *	Sarah Salisbury	RCP Services	Sep-21	٧
Person Centred Care and Support Planning *	T Pinkarchevski/S Salisbury	RCP & Reablement	May-22	٧
Pets - bringing pets into care homes Pressure Ulcer Prevention, Management and Skin Integrity Procedure *	Sarah Salisbury Sarah Salisbury	RCP Services RCP Services	Sep-21 Aug-24	٧
Recruitment Referral Scheme *	T Pinkarchevski/S Salisbury	RCP & Reablement	Apr-23	٧
Recruitment Referral Scheme - Incentive Scheme Process for RCP and Reablement Sei	Salisbury	RCP & Reablement	Apr-23	٧
Recruitment referral form *	T Pinkarchevski/S Salisbury	RCP & Reablement	Apr-22	٧
Service Users' property in care homes - staff guidance *	Sarah Salisbury	RCP Services	Nov-21	٧
Staff Dress Code *	Truly Pinkarchevski	RCP & Reablement	Oct-23	٧
Supporting Residents and their families as they support end of life * - Includes procedures for unexpected death in a care home	Sarah Salisbury	RCP Services	Dec-21	٧
Appendix 2 to above document - Berkshire NHS Verification of Expected Death (VOED) of Adults - Policy and Procedure *	Sarah Salisbury	RCP Services	Dec-21	٧
Relationships and Sexuality Guidance for Adult Social Care services * currently under review	Hannah Cole	All	Mar-18	٧
Residential and Nursing Care Placements for Older People Policy	Hannah Cole	All	Sep-20	
Reviews in ASC Procedures for Reviews of care and support plans in ASC * currently under review	Marion Angas	All	Jul-20	٧
S				
Safeguarding Adults - West Berkshire Policies and Procedures	Website	All		
Domestic abuse - SafeLives - DASH Risk identification Checklist (RIC) for MARAC	Website	All		
Shared Lives				
West Berkshire Shared Lives Statement of Purpose	Paul Flack	WBSL	Feb-23	
Procedures for WBSL arrangements	Paul Flack	WBSL	Jun-21	
Appendix A SL referral form	Paul Flack	WBSL	Jun-21	
Appendix B Bandings	Paul Flack	WBSL	Jun-21	
Safe bathing in adult care settings *	Paul Flack	WBSL	Oct-23	٧
West Berkshire Shared Lives - Carers guidance				
WBSL Guidance for Carers	Paul Flack	WBSL	May-23	
2. WBSL Carers Guidance - Lone working	Paul Flack	WBSL	May-21	
3. WBSL Carers Guidance - Management of Medicines	Paul Flack	WBSL	Jul-24	
4. WBSL Carers Guidance - Management of Money 5. WBSL Carers Guidance - Managing Concerns around conduct	Paul Flack Paul Flack	WBSL WBSL	May-21	
5. WBSL Carers Guidance - Managing Concerns around conduct			May-21	
6. WBSL Carers Guidance - Record Keeping	Paul Flack	WBSL	May-21	
7. WBSL Carers guidance - Safeguarding & DoLS	Paul Flack	WBSL	May-21	

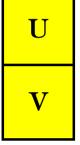
Supervision - see Employee performance management

Staff/Workforce - see Employee performance management

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T				
Procedure for provision of Technology Enabled Care (TEC), Monitoring & Response Service *	Marion Angas	All	Mar-24	٧
NRS Monitoring and referral responder form - for up-to-date form please refer to the Product Page of that name on IRIS	Marion Angas	All		
Transitions				
Transitions Information Guide	Magdalena Hove	All	Jun-24	
Transition procedure - currently under review	Magdalena Hove	All	Sep-17	
Child Sexual Exploitation (CSE) and Child Criminal Exploitation (CCE) Transition to Adult Services Procedures *	Hannah Cole	All	Apr-24	V



Vulnerable Adults - see Safeguarding



Welfare Benefits - refer to Charging policy and guidelines

Welfare Benefits - Waiver Form WB50 * Diane Herd All Mar-24 √