 **Promise Care Services Ltd**

**CO-OPERATING WITH OTHER PROVIDERS**

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Policy Statement

This organisation is committed to a service that prioritises the Service User. As a private provider, there are some business activities that, from a commercial perspective, cannot be shared. In the interests of openness and clarity, we detail our co-operation mode *di emploi* and when we would share and exchange information.

During a Pandemic such as Coronavirus, we follow the government guidance on working with other professionals and co-operating with other providers. This guidance and any local restriction tiers are monitored regularly and the necessary procedures are in place to work safely with other providers.

The Policy

This policy aims to ensure that, where there is more than one provider of care and support, all multi-agency partners are aware of our commitment to our Service Users and to assist where possible in a smooth transfer of information between multi-agency partners and other providers.

Arrangements

From time to time, situations occur where it is important to share information to play our part in making a valid contribution to a seamless service for the Service User.

So that care planning information is shared concerning the admission, transfer, or discharge of Service Users, and to facilitate any emergency procedure coordination with the minimum of distress and anxiety, we will co-operate fully with our multi-agency partners in the exchange of information.

Where multi-agency working is involved, we will ascertain the lead responsibility for the coordination of the care. We are aware of our Civil Emergency Team in our local authority (LA), and have emergency and contingency plans in place.

We are aware of UK data protection legislation, and our confidentiality policies and procedures include sharing on a need-to-know basis. The shared information will be appropriate, measured, transferred securely, up to date, and relevant.

Information is reviewed and updated using the review system.

If information relating to a safeguarding allegation or disclosure is in the public interest, senior management advice is sought before any information is released to ensure the release is following relevant legislation and guidance.

Information Sharing

We will ensure that any exchange of information will adhere to data protection requirements and will include the following as a minimum:

* Name.
* Gender.
* Date of birth.
* Address.
* Unique identification number or reference number.
* Emergency contact details.
* Any person who acts as a representative, advocate, or who holds a lasting power of attorney (LPA) or equivalent, with contact details, where available.
* Records of care, treatment, and support provided up to the date of transfer.
* Assessed needs.
* Known preferences and any relevant diverse needs.
* Previous medical history that is relevant to the Service User’s present needs and any relevant GP contact details.
* Any infection that needs to be managed.
* Any medicines the Service User needs to take.
* Any allergies the Service User has.
* Reason for transferring to the new service.
* Any advanced decision and any assessed risk of suicide or homicide or harm to self and others.

The above information should ensure that there are no interruptions to the continuity of care, treatment, and support of the Service User.

Emergency Admission to Hospital Procedure

* When a member of staff decides that the health of the Service User has deteriorated or when the Service User has had an accident, they must ring the office or the on-call supervisor. The office or on-call supervisor will decide to call the GP or paramedics. The member of staff will be asked to stay with the Service User until the paramedics or GP arrive.
* If a decision is made by a GP or the paramedic team that the Service User needs emergency hospital admission the member of staff present must re-contact the office immediately.
* The office will contact the next of kin to either accompany the Service User or meet them at the hospital.
* The member of staff will be required to give relevant verbal information to the paramedic team concerning the history of events, known allergies, medical conditions, and medication. Any further requests for information must be directed to the office.

**PROCEDURES RELEVANT TO MY ORGANISATION**

Take any actionrequired to deal with the immediate risk.

* Contact the emergence services if necessary.
* Contact your supervisor and make them aware of the situation.
* Ensure the incidnts is properly recorded in accident book.
* Any Care Quality Commission (CQC) notifications should be completed by the manager and sent online to CQC.
* If relevant, any RIDDOR notifications must be made.
* If relevant, any accident forms should be completed and signed.
* Before the Service User returns home, this organisation will ensure that it can continue to meet the needs of the Service User through liaising with the hospital and family and carrying out a revised needs assessment.

Multi-Agency Working

Where multi-agency working is involved, the organisation will ascertain the lead responsibility for the coordination of the care. We are aware of our Civil Emergency Team in our LA. We have emergency and contingency plans in place regarding the Civil Contingencies Act 2004 or Coronavirus Act 2020.

This organisation is conscious of UK data protection legislation; our confidentiality policies and procedures include sharing on a need-to-know basis. The shared information will be appropriate, measured, transferred securely, up to date, and relevant.

Information is reviewed and updated using the review system.

If information relating to a safeguarding allegation or disclosure is in the public interest, senior management advice is sought before any information is released to ensure the release is following relevant legislation and guidance. All staff is made aware of acceptable methods of transferring information and how important it is that the information is relevant, factually correct, omits subjective opinions, and can be shared online following UK data protection legislation and any other relevant guidance.

Consent

Where consent cannot be obtained, it is recorded, including the reasons and the necessity of sharing the information. Where possible individuals are aware of the information that is being transferred and are provided with a copy when requested.

Transfer Methods

If the information cannot accompany the individual, it must be transferred securely and safely afterward. Where there is particularly sensitive personal information, a courier service will be used to ensure confidentiality.

Related Policies

Confidentiality

Consent

Cyber Security

Data Protection Legislative Framework (UK GDPR)

Medication

Notifications

Related Guidance

Infection prevention and control in adult social care: COVID-19 supplement

https://www.gov.uk/government/publications/infection-prevention-and-control-in-adult-social-care-covid-19-supplement

NICE Guidelines [NG 22], November 2015: Older people with social care needs and multiple long-term conditions:

https://www.nice.org.uk/guidance/ng22

NICE Quality Standard QS 136, May 2020: Transition between inpatient hospital settings and community or care home settings for adults with social care needs

https://www.nice.org.uk/guidance/qs136

NICE Guidelines [NG43], February 2016: Transition from children to adults’ services for young people using health or social care services

https://www.nice.org.uk/guidance/ng43

Going to hospital

https://www.nhs.uk/conditions/learning-disabilities/going-into-hospital/

Training Statement

All staff, during induction, are made aware of the organisation’s policies and procedures, all of which are used for training updates. All policies and procedures are reviewed and amended where necessary, and staff is made aware of any changes. Observations are undertaken to check skills and competencies. Various methods of training are used, including one-to-one, online, workbooks, group meetings, and individual supervision

Date Reviewed: May 2023

Person responsible for updating this policy: **IFEYINWA ODOEMENAM**

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