 **Promise Care Services Ltd**

# TERMINATION OF CARE SERVICES

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Policy Statement

In the rare event of the organisation terminating care services to a service user, a fair and transparent process must be followed. This policy sets out, in detail, the steps that should be taken to terminate any care service delivered by the organisation.

The Policy

Principles

As a general rule, the grounds for termination of the service applies to both the service user and the provider. Where the service user lacks capacity the organisation must take steps to ensure that the service users’ family, representative, or relevant person where a best interest decision is required must be fully engaged in the discussions and decision making process.

Reasons for Termination

These include:

* **A voluntary decision by the service user.**
* **The organisation can no longer meet their assessed needs.**
* **A hospital or hospice admission or similar health setting.**
* **A move to different accommodation, e.g. extra care or supported care environment.**
* **Death of the service user.**
* **A breach** of contract, including non-payment of fees.

Detrimental behaviour would be considered on an individual basis and would involve a multi-agency approach to achieve the best outcome for the service user and in recognition of the importance of the right setting when the service user can no longer be maintained at home.

Termination Notice Periods

This is an agrement between the orginisation and service user

Termination of the service is always, after discussion and agreement, recorded in writing and the notice period starts from the date of receipt of written notice. It is important to work collaboratively to minimise any distress to the service user, where a change of accommodation or provider is the reason for termination.

This policy should be read in conjunction with the terms of business, service user’s contract and service user guide.

**Note:** when the service user lacks capacity, the Mental Capacity Act 2005, in conjunction with multi-agency partners, family, representatives and any relevant persons, will be followed and adhered to during the process.

Related Policies

Dignity and Respect

Mental Capacity Act 2005  
Related Guidance

Competition and Markets Authority Guidance:

[https://www.gov.uk/government/organisations/competition-and-markets-authority](about:blank)

Your local authority specification.  
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 are made aware of any changes. Observations are undertaken to check skills and competencies. Various methods of training are used, including one to one, online, workbook, group meetings, and individual supervisions. External courses are sourced as required.

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

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