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Scope of this Document:	All Staff (including employees and volunteers)
Recommending Committee:	Quality and Safety Committee
Approving Committee:	First Person Project Board of Directors
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1. Introduction

First Person Project CIC recognizes that the death of a service user is a sensitive and distressing event. This policy outlines the organization's approach to managing and responding to the death of a service user. The policy aims to provide guidance and support to staff and volunteers, ensuring a compassionate and respectful response during such challenging circumstances.

2. Notification and Communication

2.1. Notification

- In the event of a service user's death, staff or volunteers who become aware of the situation should immediately notify the designated contact person within First Person Project CIC. This is Matty Caine (CEO) and/or Johnathan Ormond-Prout (Executive Director).
- If the death occurs outside of regular office hours, the staff or volunteers should follow the established protocol for notifying the designated contact person or the appropriate on-call personnel.

2.2. Involvement of Emergency Services and Police

- Depending on the circumstances of the service user's death, it may be necessary to involve emergency services, such as paramedics or ambulance services.
- If the service user's death is sudden, unexpected, or possibly the result of foul play, staff or volunteers should contact the appropriate emergency services,

such as dialling emergency services number (e.g., 999) or the non-emergency police line (101), and follow their instructions.

- First Person Project CIC will cooperate fully with emergency services and the police, providing them with any requested information or support during their investigation.

2.3. Communication with Authorities

- First Person Project CIC will designate a staff member to serve as the primary point of contact with the authorities, such as the police or coroner's office.
- The designated staff member will liaise with the authorities, providing them with relevant information, documentation, and access to the premises or records as required.
- First Person Project CIC will maintain open and transparent communication with the authorities, ensuring that all necessary legal and procedural obligations are met.

2.4. Communication with Service User's Family or Next of Kin

- The designated staff member will be responsible for communicating with the family or next of kin of the deceased service user.
- The designated staff member will provide empathetic and compassionate support to the family, acknowledging their loss and offering condolences on behalf of the organization.
- The family or next of kin will be informed about the involvement of emergency services or the police, if applicable, and any relevant procedures, including the process for obtaining a death certificate or other necessary documentation.

3. **Respect and Sensitivity**

- First Person Project CIC will treat the death of a service user with the utmost respect, sensitivity, and confidentiality.

- All staff and volunteers involved in the management of the death shall exercise empathy, discretion, and professionalism in their interactions with the deceased individual's family, emergency services, the police, and other relevant authorities.
- Confidentiality policies and legal requirements regarding the handling of personal information will be strictly adhered to, ensuring that the privacy and dignity of the deceased service user and their family are protected.

4. Bereavement Support

- First Person Project CIC recognizes the importance of providing support to service users, staff members, and the deceased service user's family during the grieving process.
- The organization will offer bereavement support and counselling services to service users who require assistance in coping with the loss.
- Staff members and volunteers directly impacted by the death will also be provided with access to counselling or support services as needed.
- First Person Project CIC will maintain a list of external bereavement support resources and provide this information to service users, staff members, and the deceased service user's family, ensuring they have access to additional support beyond the organization if desired.

5. Documentation and Record-Keeping

- First Person Project CIC will maintain accurate and confidential records related to the death of a service user.
- Documentation will include the date and time of the service user's death, relevant circumstances or information, actions taken by the organization, and any communication or support provided to the family, emergency services, the police, or other relevant authorities.
- Records will be securely stored and retained in accordance with applicable laws and regulations regarding record-keeping and data protection.

6. Reporting and Review

- First Person Project CIC will establish a reporting and review process to evaluate the circumstances surrounding the death of a service user.
- The purpose of the review is to identify any potential areas for improvement within the organization's policies, procedures, or practices.
- The findings of the review will be used to inform ongoing training, policy development, and quality improvement initiatives.

7. External Reporting and Support

- First Person Project CIC acknowledges its responsibility to report the death of a service user to relevant authorities, if required by law or regulations.
- The organization will cooperate fully with any external investigations or inquiries related to the service user's death.
- First Person Project CIC will provide necessary support and information to the authorities as requested, while maintaining the privacy and confidentiality of the deceased service user and their family.

8. Training and Preparedness

- First Person Project CIC will provide training to staff and volunteers on the management of a service user's death, including effective communication, involving emergency services and the police, bereavement support, and adherence to organizational policies and procedures.
- The organization will periodically review and update training materials to ensure they remain relevant and comprehensive.

9. Review and Amendments

- This Management of Service User Death Policy will be reviewed 3 yearly, or as needed, to ensure its effectiveness and alignment with applicable laws, regulations, and best practices.
- Any amendments or updates to this policy will be communicated promptly and transparently to staff and volunteers.

10. Contact Information

- First Person Project CIC will provide clear contact information, including relevant email addresses, phone numbers, or mailing addresses, for staff and volunteers to report the death of a service user or seek further guidance. All contact details are listed on the front page of this policy.

This detailed policy on the management of a service user's death ensures that First Person Project CIC responds with compassion, sensitivity, and professionalism. It provides clear guidelines for involving emergency services, the police, and other relevant authorities, while prioritizing the well-being and support of the deceased service user's family, service users, and staff members. The policy also emphasizes the importance of confidentiality, documentation, and ongoing review to continually improve the organization's response in such challenging circumstances.