**<INSERT ORGANISATION NAME> SERVICE USER’S FINANCES MANAGEMENT CHECKLIST**

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| **MANAGING SERVICE USER’S FINANCES CHECKLIST**  |
| **Suggestions** | **✓** |
| Develop a policy and procedure so that staff know how you expect them to keep a service user’s money safe.  |  |
| Check the person’s capacity to look after their own finances. Use your usual mental capacity assessment processes for this.  |  |
| Find out whether the service user has a property and financial affairs lasting power of attorney who can manage the person’s money on their behalf.  |  |
| Carry out a risk assessment of the finances you need to control and put systems in place to protect the person’s money from abuse.  |  |
| Look out for signs of financial abuse (see the list left of what to look out for).  |  |
| Employ care staff that have the values required to keep the person’s money safe. You will need to do all the safety checks before employment for this e.g. an advanced DBS, a full list of past employment, checking references etc.  |  |
| Have a system in place to manage the person’s finances. This will include the following:* Adhering to a ‘shopping list’ of requirements from the service user, including brands, budget and choices.
* Staff should not benefit from buy one, get one free offers.
* Not influencing a service user’s decisions.
* Obtaining three quotes for expensive items.
* Staff must count out cash into the hand of the service user and show them the receipts for the cash.
* Staff must not hold onto money on behalf of the service user.
* Staff must not benefit from bets or lottery wins.
* Expenses for accompanying care staff must be agreed in advance and a budget set.
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| Ensure the person has an individualised bank account from which to manage their accounts.  |  |
| Keep up-to-date and accurate financial records.  |  |
| Have a clear reporting system that enables staff to report any problems or concerns quickly.  |  |
| Montor and audit the person’s finances regularly, to look out for problems so you can overcome these quickly. |  |