# SCOPS

Social Care Online Policy System

**West Berkshire**
COUNCIL

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## 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

| Document Name | Designated Lead | Service | Issued | Internal only |
|---|---|---|---|---|

**A**

| Document Name | Designated Lead | Service | Issued | Internal only |
|---|---|---|---|---|
| Accessible Information Standard | | | | |
|     Accessible Information Policy - Adult Social Care | Kirstie Rainbow | All | Oct-23 | |
|     Staff Procedure for implementing the Accessible Information Standards * | Kirstie Rainbow | All | Apr-25 | √ |
|     Accessible Information Standards – staff quick reference guide * | Kirstie Rainbow | All | Jan-22 | √ |
| Adult Social Care Staff guidance | | | | |
|     Practice Guidance relating to 3 Conversation model and recording * | Marion Angas | All | Dec-23 | √ |
| | | | | |
| *Adult Placement - see Shared Lives* | | | | |
| *Adult Protection - see safeguarding* | | | | |
| *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 | √ |
| Assessed and Supported Year in Employment (ASYE) for newly Qualified Social Workers (NQSW) * | Hannah Cole | All | Dec-22 | √ |
| Autism | | | | |
|     Information for adults living with an Autism Spectrum Condition in West Berkshire | Rachel Johnson/Hannah Cole | All | Mar-24 | |
|     Adult Autism Strategy and Action Plan *currently under review* | Hannah Cole | All | Oct-19 | |
|     Autism Innovation Capital Grant application form | Hannah Cole | All | Aug-22 | |

**B**

**C**

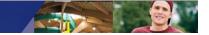| Document Name | Designated Lead | Service | Issued | Internal only |
|---|---|---|---|---|
| *C&YP - Childrens Services Policy & Procedure Library tri.x* | | | | |
| | | | | |
| **Care Act Guidance** | | | | |
|     Care and Support Statutory Guidance updated Oct 2023 | DoH & Social Care | | Sep-24 | |
|     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 | √ |
| | | | | |
| 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-25 | √ |
| | | | | |
| **Care Quality** | | | | |
|     Adult Social Care Provider Quality Assurance Framework | Care Quality | All | Jul-22 | |
| Care Quality Team - link to webpage | | | | |
|     CQ1 procedure | Care Quality | All | | |
|     CQ1 flowchart | Care Quality | All | | |
| | | | | |
| Charging | | | | |
|     Adult Social Care Charging Policy | Jo England | All | Mar-25 | |
|     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 | √ |
|       Appendix WB12 - Financial Assessment Appeal Form * | Diane Herd | All | Aug-24 | √ |
|       Appendix WB13 - Appeal Acknowledgement * | Diane Herd | All | Aug-24 | √ |
|       Appendix WB14 - Outcome of Appeal * | Diane Herd | All | Aug-24 | √ |
|       ASC Ability to Pay form | Diane Herd | All | Oct-23 | |
|     Guidance notes - non residential care services | Diane Herd | All | Apr-25 | |
|     Guidance notes - residential care services | Diane Herd | All | Apr-25 | |
|     Easy Read - Charging Guidance Notes | Diane Herd | All | Feb-24 | |
|     Deferred Payment Agreement Policy | Diane Herd | All | Mar-25 | |
|     Deferred Payments Guidance notes | Diane Herd | All | Apr-25 | |
|     Guidance notes - Care Home top up payments | Diane Herd | All | Jan-25 | |
|     Care Home Top-Up Procedure - staff guide * | Diane Herd | All | Jan-25 | √ |
|     *Care Home Top Up Policy see Residential and Nursing Care Placements for Older People Policy* | | | | |
|     Extra Care Housing costs Guidance notes | Diane Herd | All | Mar-25 | |
| | | | | |
| 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* | | | | |

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West Berkshire Council - Adult Social Care   28/04/2025

| Document Name | Designated Lead | Service | Issued | Internal only |
|---|---|---|---|---|
| **Commissioning - Social Care** | | | | |
| 3 Choices Process for Care Placement Flowchart and FAQs * | Kate Pearson | All | Oct-22 | √ |
| Care Placement Learning Disability Care and Accommodation Sourcing Procedure * | Kate Pearson | All | Oct-22 | √ |
| Domiciliary Care 28 Day Notice Process * | Kate Pearson | All | Oct-22 | √ |
| Domiciliary Care Sourcing Process * | Kate Pearson | All | Oct-22 | √ |
| Learning Disability and Mental Health Placement Process * | Kate Pearson | All | Oct-22 | √ |
| Respite Placement Process for Care Homes * | Kate Pearson | All | Oct-22 | √ |
| Contracts and Commissioning Team Adult Social Care | | | | |
| | | | | |
| *Communications with Councillor Guidelines - See Need to know guidelines for Directors and Members* | | | | |
| | | | | |
| **Complaints Procedure** | | | | |
| Complaints procedure - Adult Social Care | Alison Lewthwaite | All | Nov-23 | |
| Complaints procedure - staff guide * | Alison Lewthwaite | All | Jun-24 | √ |
| Complaints procedure - Internal investigation guidance notes * | Alison Lewthwaite | All | Feb-21 | √ |
| Complaints procedure - Independent investigation guidance notes * | Alison Lewthwaite | All | Feb-21 | √ |
| | | | | |
| **Continuing Care** | | | | |
| Procedure for applying for Continuing Health Care * *under review* | M Angas/T Mulberry | All | Sep-23 | √ |
| CHC - National Framework | Dept of Health | All | Jul-23 | |
| Appendix 1 NHS CHC Needs Checklist * | | All | Jul-22 | √ |
| Appendix 2 CHC Consent form Client with Capacity * | | All | Feb-22 | √ |
| Appendix 3 CHC Consent form LPoA and BI Consent Form * | | All | Feb-22 | √ |
| Appendix 4 CHC Public Information Leaflet | | All | Aug-22 | |
| Appendix 5 NHS CHC Referral Form * | | All | Sep-23 | √ |
| Appendix 6 CHC Trigger points crib notes * | | All | Sep-23 | √ |
| NHS CHC Berkshire Joint Protocol for Local Dispute Resolution | | All | | √ |
| New BOB ICB CHC Checklist Referral 2025 | | All | Feb-25 | √ |

**D**

| Document Name | Designated Lead | Service | Issued | Internal only |
|---|---|---|---|---|
| Deferred Payment Agreement policy | Jo England | All | Mar-24 | |
| | | | | |
| **Deputyship** | | | | |
| Deputyship and Appointee Procedures Handbook * | Lisa Flynn | All | Sep-24 | √ |
| Deputyship Referral form * | Lisa Flynn | All | Aug-24 | √ |
| COP3 Court of Protection Assessment of Capacity * | Lisa Flynn | All | Jan-24 | √ |
| Form to request support completing Deputyship applications | Lisa Flynn | All | Apr-25 | |
| | | | | |
| *Direct Payments - see Personal Budgets* | | | | |
| | | | | |
| Disabled Facilities Grant Procedure * | Marion Angas/ Aimee Connor | All | Jun-23 | √ |
| | | | | |
| **Deprivation of Liberty Safeguards (DOLS)** | | | | |
| WBC Procedure for DOLS * | Sue Brain | All | May-23 | √ |

**E**

| Document Name | Designated Lead | Service | Issued | Internal only |
|---|---|---|---|---|
| **Employee performance management** | | | | |
| Peoples Directorate Supervision procedure for Social Care Staff * *under review* | Hannah Cole/ S Harris | All | Feb-23 | √ |
| Appraisal form * | HR | All | | √ |
| ASC Workforce Plan 2024-2027 | Hannah Cole | All | May-24 | √ |
| **Employee Safety** | | | | |
| Managing Abusive Contact/Behaviours in Adult Social Care | Sue Brain | All | Jan-25 | √ |
| Employment of agency staff (care homes / resource centres) * | Sarah Salisbury | Provider Services | Feb-23 | √ |
| Employment of agency staff (non care homes) * | Marion Angas | All | Feb-23 | √ |
| Appendix C Induction checklist for Agency staff in ASC* | Marion Angas | All | Feb-23 | √ |
| **Equipment and Telecare** | | | | |
| Equipment - ASC procedure for the assessment & provision of equipment * | Marion Angas | All | Aug-24 | √ |
| Procedure for provision of Technology Enabled Care (TEC), Monitoring & Response Service * | Marion Angas | All | Mar-24 | √ |

**F**

**G**

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|---|---|---|---|---|
| **H** | | | | |
| *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 * | Ann Tubbs | All | Jan-24 | √ |
| *Psychiatric Hospital Admission and Discharge Process Guidance* - See Mental Health* | | | | √ |
| *Human resources policy library - WBC intranet * | | | | √ |
| **I** | | | | |
| Induction procedures for Adult Social Care - online processes and induction manuals* | | | | |
| Induction procedures - Adult Social Care * | Hannah Cole | All | Mar-21 | √ |
| ASC Induction and Refresher Training - intranet page link * | | | | √ |
| ASC Direct Observation Training Standard * | Sarah Salisbury | All | Jan-21 | √ |
| ASC Induction checklist for New Starters * | Hannah Cole | All | Apr-25 | √ |
| ASYE intranet pages * | HR | All | | √ |
| Information and Advice | | | | |
| ASC Information and Advice Plan | K Rainbow/M Angas | All | Feb-25 | |
| ASC Information and Advice - Implementation Plan* | K Rainbow/M Angas | | Feb-25 | √ |
| **J** | | | | |
| **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 | | √ |
| Guidelines for Reablement - Coordinators, Officers, Assistants, agency & office based staff * | Truly Pinkarchevski | Reablement | Apr-24 | √ |
| *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.* | | | | |
| **M** | | | | |
| Mental Health | | | | |
| Guardianship Policy * currently under review | Jenny Bayliss | All | Sep-19 | √ |
| Guidance Notes - Reviewing Mental Health Service Users in Residential Placements | Hannah Cole | All | Apr-24 | √ |
| Nearest Relative Policy * currently under review | Jenny Bayliss | All | Nov-18 | √ |
| Psychiatric Hospital Admission and Discharge Process Guidance | Liz Russell | All | Oct-23 | √ |
| Appendix 1 - Commissioning Checklist | Liz Russell | All | Jul-24 | √ |
| Appendix 2 - Copy of JCT Calculator | Liz Russell | All | Jul-24 | √ |
| Appendix 3 - S117 Matrix form | Liz Russell | All | 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 | √ |
| Appendix C Adults Need to know form * | | All | Aug-20 | √ |
| Appendix D Safeguarding, Care Quality and Complaints Need to know form * | | All | Aug-20 | √ |
| New Way of Working - Practice guidance *See Adult Social Care section* | | | | |
| No Wrong doors: Joint Procedures to support young carers and their families | Hannah Cole | All | Dec-23 | |

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|---|---|---|---|---|
| **O** | | | | |
| *Older Peoples Care Homes - now known as Responsive Care Providers* | | | | |
| **P** | | | | |
| Personal Budgets link to webpage | | | | |
| Direct Payment Policy | Jo England | All | Dec-23 | |
| Direct Payments procedure * | Mary Froom | All | Mar-24 | √ |
| Personal Budgets Payment Agreement | Mary Froom | All | Mar-24 | |
| Personal Budget Financial Monitoring and Review Procedure * | Mary Froom | All | Mar-24 | √ |
| Personal Professional boundaries * | H Cole/S Salisbury | All | Apr-25 | √ |
| **Q** | | | | |
| Quality Assurance Framework | H Cole/B Billett | All | Nov-22 | |
| **R** | | | | |
| Reablement Services | | | | √ |
| Duty of Candour - CQC Reg 20 * | Truly Pinkarchevski | Reablement | Apr-24 | |
| Emergency Procedures for Reablement staff - Unexpected Death, Emergency during Care Delivery, Failure to Gain Access, Missing Service User | Truly Pinkarchevski | Reablement | Apr-24 | |
| Guidance notes on the Use of Mobile Phones * | Truly Pinkarchevski | Reablement | Apr-24 | √ |
| Handbook for Reablement Practitioners | Truly Pinkarchevski | Reablement | Mar-24 | √ |
| Handbook for Reablement Officers | Truly Pinkarchevski | Reablement | Apr-22 | √ |
| Infection Prevention and Control * | Truly Pinkarchevski | RCP & Reablement | May-22 | √ |
| Maintaining security and integrity of service users homes * | Truly Pinkarchevski | Reablement | Apr-24 | √ |
| Managing Service Users Finances * | T Pinkarchevski/S Salisbury | RCP & Reablement | May-22 | √ |
| Management of Medication Policy RCP and Reablement * | Truly Pinkarchevski | RCP & Reablement | May-22 | √ |
| Medication guidelines Reablement * | Truly Pinkarchevski | Reablement | Mar-24 | √ |
| Person Centred Care and Support Planning * | T Pinkarchevski/S Salisbury | RCP & Reablement | May-22 | √ |
| Recruitment Referral Scheme - Incentive Scheme Process for RCP and Reablement Servic | T Pinkarchevski/S Salisbury | RCP & Reablement | Apr-23 | √ |
| Recruitment referral form * | T Pinkarchevski/S Salisbury | RCP & Reablement | Apr-22 | √ |
| Safe bathing in adult care settings * | Truly Pinkarchevski | RCP, Reablement & WBSL | Nov-24 | √ |
| Statement of purpose for Reablement Home Care Service | Truly Pinkarchevski | Reablement | Apr-24 | √ |
| Staff Dress Code * | Truly Pinkarchevski | RCP & Reablement | Oct-23 | √ |
| Sustainability & Carbon Neutrality within Reablement Service * | Truly Pinkarchevski | Reablement | Jul-24 | |
| Terms and Conditions for Reablement service users | Truly Pinkarchevski | Reablement | Jan-24 | |
| Responsive Care Providers | | | | |
| Statement of purpose - Adult Social Care Provider Services | Sarah Salisbury | Provider Services | Feb-25 | |
| Admissions Policy * | Sarah Salisbury | RCP Services | Sep-21 | √ |
| Appendices and Terms and conditions for Admissions Policy * | Sarah Salisbury | RCP Services | Sep-21 | √ |
| Clinical Procedures for Birchwood Care Home * | Sarah Salisbury | RCP Services | Apr-25 | √ |
| CPR procedures in Provider Services | Sarah Salisbury | RCP Services | Sep-21 | |
| NHS SOUTH OF ENGLAND UNIFIED DNACPR ADULT POLICY * | | | | √ |
| Duty of Candour in RCP Services - CQC Reg 20 * | Sarah Salisbury | RCP Services | Apr-25 | √ |
| Falls prevention procedure for care homes * | Sarah Salisbury | RCP Services | Dec-23 | √ |
| Falls prevention procedure - Non care homes * | Sarah Salisbury | RCP Services | Jan-22 | √ |
| Infection Prevention and Control * | Sarah Salisbury | RCP & Reablement | May-22 | √ |
| Moving and Handling of people procedure * (Community procedures under 'M') | Sarah Salisbury | RCP Services | Oct-24 | √ |
| Management of Medication Policy RCP and Reablement * | Sarah Salisbury | RCP & Reablement | May-22 | √ |
| Medication guidelines Care Homes * | Sarah Salisbury | RCP Services | May-24 | √ |
| Medication guidelines Day Resource Centres * | Sarah Salisbury | RCP Services | Jun-22 | √ |
| Managing Service Users Finances * | T Pinkarchevski/S Salisbury | RCP Services | May-22 | √ |
| Missing Service users * | Sarah Salisbury | RCP Services | Nov-21 | √ |

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|---|---|---|---|---|
| **Responsive Care Providers (cont'd)** | | | | |
| Passenger Assistant Protocol for Day Opportunities & Adult Social Care Transport Services * | Sarah Salisbury/M Wells | RCP Services | Oct-24 | √ |
| On-call Arrangements in care homes * | Sarah Salisbury | RCP Services | Jan-25 | √ |
| Person Centred Care and Support Planning * | T Pinkarchevski/S Salisbury | RCP & Reablement | May-22 | √ |
| Pets - bringing pets into care homes | Sarah Salisbury | RCP Services | Sep-21 | |
| Pressure Ulcer Prevention, Management and Skin Integrity Procedure * | Sarah Salisbury | RCP Services | Aug-24 | √ |
| Recruitment Referral Scheme * | T Pinkarchevski/S Salisbury | RCP & Reablement | Apr-23 | √ |
| Recruitment Referral Scheme  - Incentive Scheme Process for RCP and Reablement Servic | T Pinkarchevski/S Salisbury | RCP & Reablement | Apr-23 | √ |
| Recruitment referral form * | T Pinkarchevski/S Salisbury | RCP & Reablement | Apr-22 | √ |
| Service Users' property in care homes - staff guidance * | Sarah Salisbury | RCP Services | Mar-25 | √ |
| Staff Dress Code * | Truly Pinkarchevski | RCP & Reablement | Oct-23 | √ |
| Supporting Residents and their families as they support end of life * <br> - Includes procedures for unexpected death in a care home | Sarah Salisbury | RCP Services | Dec-21 | √ |
| Appendix 2 to above document - Berkshire NHS Verification of Expected Death (VOED) of Adults - Policy and Procedure * | Sarah Salisbury | RCP Services | Dec-21 | √ |
| **Relationships and Sexuality Guidance for Adult Social Care services *** *currently under review* | Hannah Cole | All | Mar-18 | √ |
| **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 | √ |

### S

| Document Name | Designated Lead | Service | Issued | Internal only |
|---|---|---|---|---|
| **Safeguarding Adults - West Berkshire Policies and Procedures** | Website | All | | |
| Domestic abuse - SafeLives - DASH Risk identification Checklist (RIC) for MARAC | Website | All | | |
| Care Director Risk Assessment Guidance | Sue Brain | All | Nov-24 | √ |
| **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 | √ |
| **West Berkshire Shared Lives - Carers guidance** | | | | |
| 1. 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 | Paul Flack | WBSL | May-21 | |
| 5. WBSL Carers Guidance - Managing Concerns around conduct | Paul Flack | WBSL | 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/Kate Toone | All | Nov-24 | √ |
| 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 | √ |
| **U** | | | | |
| **V** | | | | |
| *Vulnerable Adults - see Safeguarding* | | | | |
| **W** | | | | |
| Welfare Benefits - r**efer to Charging policy and guidelines** | | | | |
| Welfare Benefits - Waiver Form WB50 * | Diane Herd | All | Mar-24 | √ |

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