

Heritage Care at Home Ltd

Handling of Customers' Money and Financial Procedures

Policy reviewed and valid from: 01/01/20

Purpose

The policy describes the procedures to be taken with regard to the handling of Customers financial matters. For obvious reasons, it would be preferable not to become involved with Customers financial affairs; however on occasions this will be unavoidable. To safeguard both Customers and members of staff, the following procedures must be strictly followed.

Procedure

Each Customer will be issued with FINANCIAL TRANSACTION FORM. This form will be used for recording all cash transactions.

Cash for shopping or a pension collection:

- a) Record that you have received cash (exact amount) and pension card from the Customer.
- b) When shopping you must keep all receipts as proof of purchase. On completion of shopping and pension collection, details of the purchases made, the change, amount of pension collected are to be recorded on the FINANCIAL TRANSACTION FORM as well as on the Care Sheet.
- c) Receipts will be shown to the Customer, and pension card returned, once satisfied, the receipts are to be attached to the FINANCIAL TRANSACTION FORM, this entry must be signed and dated by the Customers.

Handling Cheques and Cash for Banking:

- a) In the absence of family, staff may be required to write a cheque on behalf of a Customer, this is to be documented in the Care Plan Notes. The cheque is to be written exactly to the Customers instructions in the presence of the Customer and the Customer must sign the cheque. Unless Customer is unable to sign cheque then special arrangements can be made with Bank and Heritage Care at Home Ltd.
- b) Where a cheque is to be used for paying a bill, a receipted invoice will be obtained for the amount paid and this receipt returned to the Customer as before.
- c) If a cheque is given to a member of staff to cash on the Customers behalf, then a record of this transaction is recorded on the FINANCIAL TRANSACTION FORM. When the withdrawal has been made and the cash given to the Customer, this is also to be recorded on the FINANCIAL TRANSACTION FORM together with the Customer's signature and date as proof they have received the cash.
- d) If the Customer requires a member of staff to deposit cash/cheques into their bank account, this will be carried out in accordance with paragraphs (a) and (b) above. The stamped pay-in book will be returned to the Customer and receipted in accordance with paragraph (c) above.
- e) Care staff are not allowed to withdraw money using a Customers' cash point card using the Customers PIN number. They are authorised to have a separate PIN number which is unique to them. This way it will allow any misdemeanours to be traced