SCOPS

Social Care Online Policy System

West Berkshire
C O U N C I L

This page is intentionally blank

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.
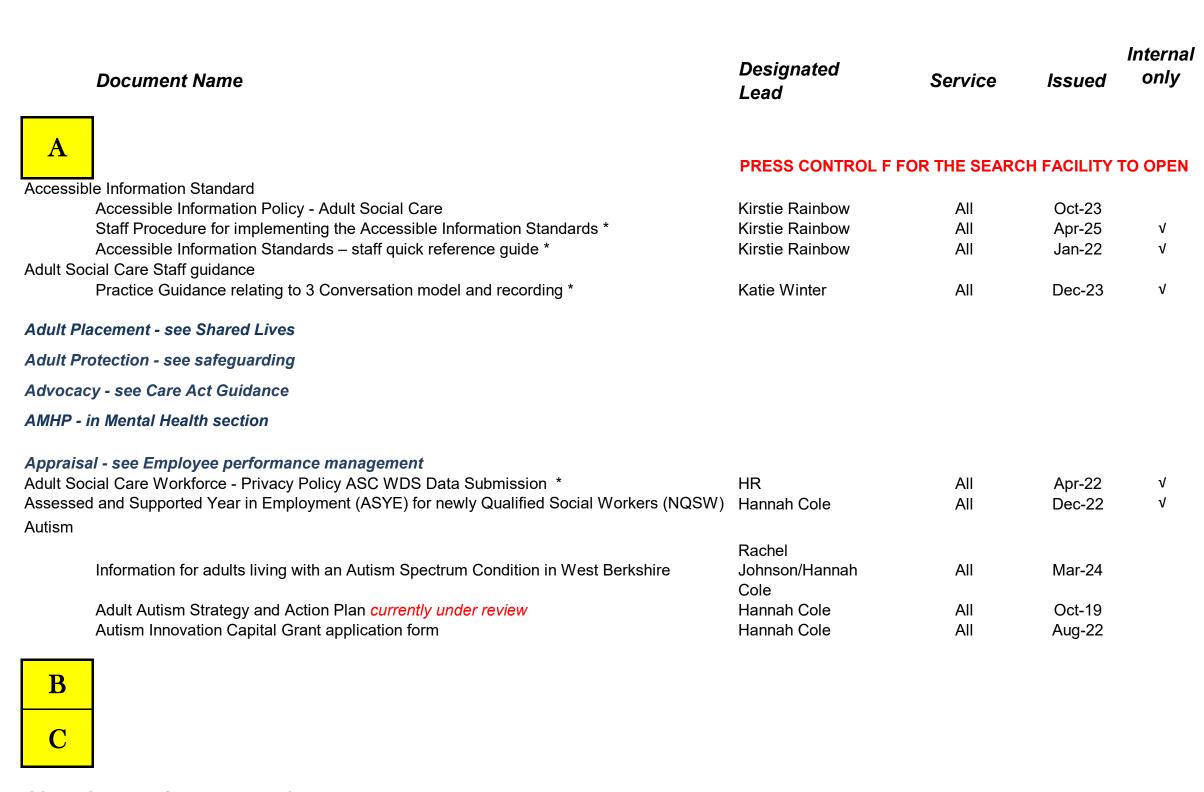
Management of Policies Procedures
The SCOPS Index is maintained by the Information Coordinator, Adult Social Care. All services areas are responsible for informing the Coordinator of changes to policies and procedures they work to.

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 *	Katie Winter	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

Document Name	Designated Lead	Service	Issued	Internal only
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

C&YP - Childrens Services Policy & Procedure Library tri.x

Care Act Guidance

Document Name	Designated Lead	Service	Issued	Internal only
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*

Document Name	Designated Lead	Service	Issued	Internal only
Carers Payments - Procedure for staff *	KRainbow/ RSweetman	All	Feb-25	√

Care Quality

Document Name	Designated Lead	Service	Issued	Internal only
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

Document Name	Designated Lead	Service	Issued	Internal only
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	

Document Name	Designated Lead	Service	Issued	Internal only
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				

* Indicate documents for WBC staff only. They will only be accessible if staff are logged on to WBC intranet.

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*	K Winter/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 *	Katie Winter/ 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				
ASC Supervision procedure for Social Care Staff	Hannah Cole	All	Apr-25	√
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) *	Katie Winter	All	May-25	√
Appendix C Induction checklist for Agency staff in ASC*	Katie Winter	All	May-25	√
Equipment and Telecare	Katie Winter			
Equipment - ASC procedure for the assessment & provision of equipment *	Katie Winter	All	Aug-24	√
Procedure for provision of Technology Enabled Care (TEC), Monitoring & Response Service *	Katie Winter	All	Mar-24	√

F

G

* Indicate documents for WBC staff only. They will only be accessible if staff are logged on to WBC intranet.

Document Name	Designated Lead	Service	Issued	Internal only
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	Jun-25	√
ASYE intranet pages *	HR	All		√
Information and Advice				
ASC Information and Advice Plan	K Rainbow/K Winter	All	Feb-25	
ASC Information and Advice - Implementation Plan*	K Rainbow/K Winter		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	Jun-25	√
Appendix 3 - S117 Matrix form	Liz Russell	All	Jun-25	√
Appendix 4 - S117 Funding Application Form	Liz Russell	All	Jun-25	√
Moving and Positioning procedures (in the community)	Katie Winter	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	

* Indicate documents for WBC staff only. They will only be accessible if staff are logged on to WBC intranet.

Document Name	Designated Lead	Service	Issued	Internal only

O

Older Peoples Care Homes - now known as Responsive Care Providers

P

Personal Budgets link to webpage

Document Name	Designated Lead	Service	Issued	Internal only
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

Document Name	Designated Lead	Service	Issued	Internal only
Quality Assurance Framework	H Cole/B Billett	All	Nov-22	

R

Reception

Document Name	Designated Lead	Service	Issued	Internal only
ASC Reception Protocol - Briefing Note *	Melanie O'Rourke	All	Jun-25	√
ASC Reception - Flowchart *	Melanie O'Rourke	All	Jun-25	√

Reablement Services

Document Name	Designated Lead	Service	Issued	Internal only
				√
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	Jun-25	√
Recruitment Referral Scheme - Incentive Scheme Process for RCP and Reablement Servi	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

Document Name	Designated Lead	Service	Issued	Internal only
Statement of purpose - Adult Social Care Provider Services	Sarah Salisbury	Provider Services	Feb-25	
Admissions Policy *	Sarah Salisbury	RCP Services	Jun-25	√
Appendices and Terms and conditions for Admissions Policy *	Sarah Salisbury	RCP Services	Jun-25	√
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 - Care Homes Falls Procedure *	Sarah Salisbury	RCP Services	Jan-25	√
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	Jun-25	√
Medication guidelines Day Resource Centres *	Sarah Salisbury	RCP Services	Jun-22	√
Managing Service Users Finances *	T Pinkarchevski/S Salisbury	RCP Services	May-22	√
Missing person in receipt of care and support guidance *	Sarah Salisbury	RCP Services	Jun-25	√

* Indicate documents for WBC staff only. They will only be accessible if staff are logged on to WBC intranet.

Document Name	Designated Lead	Service	Issued	Internal only
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	Jun-25	√
Pets - bringing pets into care homes	Sarah Salisbury	RCP Services	Jun-25	
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 Servi	T Pinkarchevski/S Salisbury	RCP & Reablement	Apr-23	√
Recruitment referral form *	T Pinkarchevski/S Salisbury	RCP & Reablement	Apr-22	√
Residents' property in care homes - guidance	Sarah Salisbury	RCP Services	May-25	
Staff Dress Code *	Truly Pinkarchevski	RCP & Reablement	Oct-23	√
Supporting Residents and their families as they support end of life * - 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 *	Hannah Cole	All	May-25	√
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*	Katie Winter	All	Jul-20	√

<div style="background-color:yellow;">

S

</div>

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 *	Sarah Salisbury	WBSL	Nov-24	√
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

* Indicate documents for WBC staff only. They will only be accessible if staff are logged on to WBC intranet.

Document Name	Designated Lead	Service	Issued	Internal only
T				
Procedure for provision of Technology Enabled Care (TEC), Monitoring & Response Service *	Katie Winter/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	Katie Winter	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	√