**Appendix 20**

**SERVICE OPERATIONS SUPPORT GROUP (SOSG) KEY RESPONSIBILITIES AS PART OF A SERVICE CLOSURE**

|  | **Action Description** |
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|  | **CC/VOGC** | **C&V ULHB** | **Provider** | **CIW** |
| 1 | Obtain list of all current individuals receiving a service (including self funders, CHC and other LA packages / placements) | ✓ | ✓ | ✓ | ✓ |
| 2 | Obtain a list of next of kin / parents and contact details | ✓ | ✓ |  |  |
| 3 | Consider the role of advocates – and engage with advocacy services | ✓ | ✓ | ✓ |  |
| 4 | Compile and share list of contact numbers | ✓ | ✓ |  | ✓ |
| 5 | Determine who is financially responsible for each resident ( if adult provider). Inform the appropriate local authority | ✓ | ✓ |  |  |
| 6 | Clarify who is responsible for care management support for each individual | ✓ |  |  |  |
| 7 | Involve Legal Section | ✓ | ✓ |  | ✓ |
| 8 | Prepare press statement / release with the Press Office | ✓ | ✓ |  |  |
| 9 | Determine where alternative staff /and or manager can be found - agencies, LA's, LHB, | ✓ | ✓ |  |  |
| 10 | Inform elected members/UHB Executives | ✓ | ✓ |  |  |
| 11 | Ensure feedback to indicate each task has been completed (outcomes). | ✓ | ✓ |  |  |
| 12 | Appoint lead officer to coordinate all assessment information including other LA's/UHB Localities | ✓ | ✓ |  |  |
| 13 | Maintain contact with other LA's/UHB Localities | ✓ | ✓ |  |  |
| 14 | Arrange weekly or monthly review meetings(depending on the nature and stage of the protocol | ✓ | ✓ |  |  |
| 415 | Review all individuals - Social Care, nursing (CHC), FNC, O.T., etc. to include capacity assessments | ✓ | ✓ |  |  |
| 16 | Undertake risk assessment on each individual regarding moving location if care home closure | ✓ | ✓ |  |  |
| 17 | Lead officer informs all families via letter | ✓ | ✓(CHC) | ✓ |  |
| 18 | Family meetings arranged and held | ✓ | ✓(CHC) | ✓ |  |
| 19 | Where required request GP’s to undertake medical risk assessment e.g. fitness to travel, where appropriate |  | ✓ |  |  |
| 20 | Establish what equipment does each individual need and can it move with them if care home closure? | ✓ | ✓ | ✓ |  |
| 21 | Clarify what legal rights families have regarding decision making for individuals (e.g. power of attorney for adults) | ✓ | ✓ |  |  |
| 22 | Produce information for families regarding choice, procedures etc. | ✓ | ✓ | ✓ |  |
| 23 | Choice leaflets taken to the care home and family meetings if home closure for adults | ✓ |  |  |  |
| 24 | Develop communication strategy (weekends, bank holidays, etc.) | ✓ | ✓ | ✓ |  |
| 25 | Inform out of hours service, other UHB localities and Local Authorities | ✓ | ✓ |  |  |
| 26 | Establish what alternative beds are available and where if care home closure | ✓ | ✓ |  |  |
| 27 | Consider freeze vacancies across the care home sector if adult care home closure | ✓ | ✓ |  |  |
| 28 | Arrangements made to hold placement meetings - (e.g. DTOC meetings and CHC panels ) | ✓ | ✓ |  |  |
| 29 | Contact other local authorities for places | ✓ | ✓ |  |  |
| 30 | Check Health Board beds across the region if adult care home closure |  | ✓ |  |  |
| 31 | Check availability of other nursing staff (RMN and RGN) if adult nursing home closure |  | ✓ |  |  |
| 32 | Ask manager if there is a natural grouping of residents that could move together if adult care home closure | ✓ | ✓ | ✓ |  |
| 33 | Provide care managers with an information pack including complaints, alternative providers | ✓ | ✓ |  |  |
| 34 | If unable to move equipment, determine where alternative equipment may be found | ✓ | ✓ |  |  |
| 35 | Arrange situable medical transport (e.g. ambulance) if adult care home closure | ✓ | ✓ | ✓ |  |
| 36 | Arrange situable non medical transport (e.g. taxi, mini bus, SW transport) | ✓ |  | ✓ |  |
| 37 | Develop strategy to support individuals, families, staff after the closure (care planning process) | ✓ | ✓ |  |  |
| 38 | Debrief meeting and evaluation | ✓ | ✓ |  | ✓ |
| 39 | Review individuals following the closure (settling in, have to move again?) | ✓ | ✓ |  |  |
| 40 | Cancel existing contracts immediately (overarching) | ✓ | ✓ |  |  |
| 41 | Cancel existing contracts immediately (individual) | ✓ | ✓ |  |  |
| 42 | Contractual financial arrangements to be coordinated | ✓ | ✓ |  |  |
| 43 | Determine medication risks and transporting of medication e.g. controlled drugs, oxygen etc. if appropriate |  | ✓ |  |  |
| 44 | Develop strategy for transfer (or copying) of clinical records if appropriate | ✓ | ✓ |  |  |
| 45 | Develop strategy for clinical ‘handover’ of care to new provider if appropriate | ✓ | ✓ |  |  |
| 46 | Arrange transportation of individual’s personal belongings/furniture if closure of care home. | ✓ | ✓ |  |  |
| 47 | Scope of family involvement e.g. packing, transport (including self funders), (contact other LA’s) | ✓ | ✓ |  |  |
|  |  |  |  |  |  |
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