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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 | | | | |
| PRESS CONTROL F FOR THE SEARCH FACILITY TO OPEN | | | | |
| Accessible Information Standard | | | | |
| Accessible Information Policy - Adult Social Care <i>under review</i> | K Rainbow | All | Oct-23 | |
| Accessible Information Policy in Easy Read - Adult Social Care | K Rainbow | All | Nov-25 | |
| Staff Procedure for implementing the Accessible Information Standards * | K Rainbow | All | Nov-25 | ✓ |
| Accessible Information Standards – staff quick reference guide * | K Rainbow | All | Nov-25 | ✓ |
| Adult Social Care Staff guidance | | | | |
| Practice Guidance relating to 3 Conversation model and recording * | K Winter/B Billett | All | Sep-25 | ✓ |
| 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 (NQS)W * | Hannah Cole | All | | ✓ |
| 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 <i>under review</i> | 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 | | | | |
| Care and Support Statutory Guidance | DoH & Social Care | | | |
| The Care and Support (Eligibility Criteria) Regulations 2014 | GOV.UK | | | |
| 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 <i>Responsive Care Providers</i> | | | | |
| 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 | Jun-25 | |
| CQ1 flowchart | Care Quality | All | | |
| Charging | | | | |
| Adult Social Care Charging Policy | Jo England | All | Mar-26 | |
| Charging for Adult Social Care - Review and Appeals Procedure | Diane Herd | All | Jan-26 | |
| 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 | Mar-26 | |
| Guidance notes - residential care services | Diane Herd | All | Mar-26 | |
| Charging Guidance Notes in Easy Read | Diane Herd | All | Feb-24 | |
| Deferred Payment Agreement Policy | Diane Herd | All | Apr-26 | |
| Deferred Payments Guidance notes | Diane Herd | All | Mar-26 | |
| 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 <i>Residential and Nursing Care Placements for Older People Policy</i> | | | | |
| Extra Care Housing costs Guidance notes | Diane Herd | All | Mar-26 | |
| Children's Services Policy and Procedures | | | | |
| Child Sexual Exploitation (CSE) and Child Criminal Exploitation (CCE) Transition to Adult Services Procedures - see <i>Transitions</i> | Tri.X | Children's Services | | |

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| 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 | | | | |
| <i>Communications with Councillor Guidelines - See Need to know guidelines for Directors and Members</i> | | | | |
| Complaints Procedure | | | | |
| Complaints procedure - Adult Social Care | Alison Lewthwaite | All | Dec-25 | |
| 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 * | K Winter/T Mulberry | All | Oct-25 | ✓ |
| CHC - National Framework | Dept of Health | All | Jul-23 | |
| Appendix 1 New BOB ICB CHC Checklist Referral Oct 2025 * | T Mulberry | All | Oct-25 | ✓ |
| Appendix 2 CHC Public Information Leaflet | T Mulberry | All | Aug-22 | |
| Appendix 3 CHC Trigger points crib notes * | T Mulberry | All | Sep-23 | ✓ |
| NHS CHC Berkshire Joint Protocol for Local Dispute Resolution 2013 | T Mulberry | All | Jul-13 | ✓ |
| D | | | | |
| Deferred Payment Agreement policy | Jo England | All | Mar-24 | |
| Deputyship | | | | |
| Deputyship and Appointee Procedures Handbook * | Lisa Flynn | All | Nov-25 | ✓ |
| 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 | |
| <i>Direct Payments - see Personal Budgets</i> | | | | |
| Disabled Facilities Grant Procedure * <i>under review</i> | Katie Winter/ Aimee Connor | All | Jun-23 | ✓ |
| Deprivation of Liberty Safeguards (DOLS) WBC Procedure for DOLS * | Sue Brain | All | May-23 | ✓ |
| E | | | | |
| 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 | | | | |
| 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 | | | | |

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|--|--------------------------------------|-------------------|--------|---------------|
| H | | | | |
| <i>Handling an incident - see Need to know</i> | | | | |
| <i>Home Care - now referred to as Reablement services</i> | | | | |
| 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 | Jun-25 | √ |
| 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 <i>under review</i> | Hannah Cole | LD | Mar-21 | |
| Lone Working guidance for West Berkshire and guidance (Intranet page) * | | | | |
| Guidelines for Reablement - Coordinators, Officers, Assistants, agency & office based staff * | Intranet page Truly Pinkarchevski | All Reablement | | √ Apr-24 |
| <i>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.</i> | | | | |
| M | | | | |
| Mental Health | | | | |
| Guardianship Policy * currently <i>under review</i> | Jenny Bayliss | All | Sep-19 | √ |
| Guidance Notes - Reviewing Mental Health Service Users in Residential Placements | Hannah Cole | All | Apr-24 | √ |
| Nearest Relative Policy * currently <i>under review</i> | Jenny Bayliss | All | Nov-18 | √ |
| Psychiatric Hospital Admission and Discharge Process Guidance | Liz Russell | All | Nov-25 | √ |
| Appendix 2 - Copy of JCT Calculator | Liz Russell | All | Jul-25 | √ |
| Appendix 3 - S117 Matrix form | Liz Russell | All | Jul-25 | √ |
| Appendix 4 - S117 Funding Application Form | Liz Russell | All | Aug-25 | √ |
| Appendix 5 - S117 Process | Caroline French | All | Nov-25 | √ |
| Appendix 6 - S117 Process Chart | Caroline French | All | Nov-25 | √ |
| Procedures relating to the role of Approved Mental Health Professional in West Berkshire Council | Jenny Bayliss | All | Dec-25 | √ |
| Moving and Positioning procedures (in the community) | Katie Winter | All | Feb-26 | |
| N | | | | |
| Need to know guidelines for Directors and Members * | | | | |
| Appendix B Adults Need to know form * | Paul Coe | All | Jan-26 | √ |
| Appendix C Safeguarding, Care Quality and Complaints Need to know form * | | All | Jan-26 | √ |
| New Way of Working - Practice guidance <i>See Adult Social Care section</i> | | All | Jan-26 | √ |
| 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 * | Leanne Phillips | All | Mar-24 | ✓ |
| Personal Budgets Payment Agreement | Leanne Phillips | All | Mar-24 | |
| Personal Budget Financial Monitoring and Review Procedure * | Leanne Phillips | All | Mar-24 | ✓ |
| Personal Professional boundaries * | H Cole/S Salisbury | All | Apr-25 | ✓ |
| Privacy Notices - Adult Social Care | | All | | |
| Q | | | | |
| Quality Assurance Framework <i>under review</i> | H Cole/B Billett | All | Nov-22 | |
| R | | | | |
| Reception | | | | |
| ASC Reception Protocol - Briefing Note * | Melanie O'Rourke | All | Jun-25 | ✓ |
| ASC Reception - Flowchart * | Melanie O'Rourke | All | Aug-25 | ✓ |
| Reablement Services | | | | |
| Duty of Candour - CQC Reg 20 * | Truly Pinkarчевski | Reablement | Apr-24 | ✓ |
| Emergency Procedures for Reablement staff - Unexpected Death, Emergency during Care Delivery, Failure to Gain Access, Missing Service User | Truly Pinkarчевski | Reablement | Apr-24 | |
| Guidance notes on the Use of Mobile Phones * | Truly Pinkarчевski | Reablement | Apr-24 | ✓ |
| Handbook for Reablement Practitioners | Truly Pinkarчевski | Reablement | Mar-24 | ✓ |
| Handbook for Reablement Officers | Truly Pinkarчевski | Reablement | Apr-22 | ✓ |
| Infection Prevention and Control * | Truly Pinkarчевski | RCP & Reablement | Aug-25 | ✓ |
| Maintaining security and integrity of service users homes * | Pinkarчевski/S Salisbury | Reablement | Apr-24 | ✓ |
| Managing Service Users Finances * | T Pinkarчевski/S Salisbury | RCP & Reablement | Aug-25 | ✓ |
| Management of Medication Policy RCP and Reablement * | T Pinkarчевski/S Salisbury | RCP & Reablement | Aug-25 | ✓ |
| Medication guidelines Reablement * | Truly Pinkarчевski | Reablement | Apr-26 | ✓ |
| Person Centred Care and Support Planning * | T Pinkarчевski/S Salisbury | RCP & Reablement | Jun-25 | ✓ |
| Recruitment Referral Scheme - Incentive Scheme Process for RCP and Reablement Services | T Pinkarчевski/S Salisbury | RCP & Reablement | Apr-23 | ✓ |
| Recruitment referral form * | T Pinkarчевski/S Salisbury | RCP & Reablement | Apr-22 | ✓ |
| Safe bathing in adult care settings * | Truly Pinkarчевski | RCP, Reablement & WBSL | Nov-24 | ✓ |
| Statement of purpose for Reablement Home Care Service | Truly Pinkarчевski | Reablement | Jan-26 | |
| Staff Dress Code * | Truly Pinkarчевski | RCP & Reablement | Oct-23 | ✓ |
| Sustainability & Carbon Neutrality within Reablement Service * | Truly Pinkarчевski | Reablement | Jul-24 | ✓ |
| Terms and Conditions for Reablement service users | Truly Pinkarчевski | Reablement | Jan-24 | |
| Responsive Care Providers | | | | |
| Statement of purpose - Adult Social Care Provider Services | Sarah Salisbury | Provider Services | Nov-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 | Aug-25 | ✓ |
| CPR procedures in Provider Services * | Sarah Salisbury | RCP Services | Nov-25 | ✓ |
| NHS BHFT ReSPECT Policy * | | | | ✓ |
| NHS SCAS Resuscitation Policy * | | | | ✓ |
| Duty of Candour in RCP Services - CQC Reg 20 * | Sarah Salisbury | RCP Services | Jul-25 | ✓ |
| Falls - Care Homes Falls Procedure * | Sarah Salisbury | RCP Services | Jan-25 | ✓ |
| Falls prevention procedure - Non care homes * | Sarah Salisbury | RCP Services | Jun-25 | ✓ |
| Infection Prevention and Control * | Sarah Salisbury | RCP & Reablement | Aug-25 | ✓ |
| 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 | Aug-25 | ✓ |
| Medication guidelines Care Homes * | Sarah Salisbury | RCP Services | Jun-25 | ✓ |
| Medication guidelines Day Resource Centres * | Sarah Salisbury | RCP Services | Sep-25 | ✓ |
| Managing Service Users Finances * | T Pinkarчевski/S Salisbury | RCP Services | Aug-25 | ✓ |
| Missing person in receipt of care and support guidance * | Sarah Salisbury | RCP Services | Jun-25 | ✓ |

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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 | 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 Services | 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 | Sep-25 | ✓ |
| Appendix 2 to above document - Berkshire NHS Verification of Death (VOD) of Adults - Policy and Procedure * | Sarah Salisbury | RCP Services | May-25 | ✓ |
| Relationships and Sexuality Guidance for Adult Social Care services * | Hannah Cole | All | May-25 | ✓ |
| Residential and Nursing Care Placements for Older People Policy <i>under review</i> | Hannah Cole | All | Sep-20 | |
| Reviews in ASC | | | | |
| Procedures for Reviews of care and support plans in ASC * | Katie Winter | All | Nov-25 | ✓ |
| S | | | | |
| Safeguarding Adults - West Berkshire Policies and Procedures | Website | All | | |
| Safeguarding Procedure * | Sue Brain | All | Aug-25 | ✓ |
| 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 | Oct-25 | |
| Procedures for WBSL arrangements | Paul Flack | WBSL | Jan-26 | |
| Appendix A SL referral form | Paul Flack | WBSL | Jan-26 | |
| 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 | Dec-25 | |
| 2. WBSL Carers Guidance - Lone working | Paul Flack | WBSL | Jan-26 | |
| 3. WBSL Carers Guidance - Management of Medicines | Paul Flack | WBSL | Jan-26 | |
| 4. WBSL Carers Guidance - Management of Money | Paul Flack | WBSL | Jan-26 | |
| 5. WBSL Carers Guidance - Managing Concerns around conduct | Paul Flack | WBSL | Jan-26 | |
| 6. WBSL Carers Guidance - Record Keeping | Paul Flack | WBSL | Jan-26 | |
| 7. WBSL Carers guidance - Safeguarding & DoLS <i>under review</i> | 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 * | Katie Winter/Kate Toone | All | Nov-24 | v |
| 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 - <i>under review</i> | Magdalena Hove | All | Sep-17 | |
| Child Sexual Exploitation (CSE) and Child Criminal Exploitation (CCE) Transition to Adult Services Procedures * | Hannah Cole | All | Apr-24 | v |
| U | | | | |
| V | | | | |
| Vulnerable Adults - see Safeguarding | | | | |
| W | | | | |
| Welfare Benefits - refer to Charging policy and guidelines | | | | |
| Welfare Benefits - Waiver Form WB50 * | Diane Herd | All | Mar-24 | v |

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