

Policy for the Handling of Patients' Cash, Valuables and Property

CATEGORY:	Policy
CLASSIFICATION:	Governance
PURPOSE	To set out the principles and framework for the handling of patients' Cash, Valuables and Patient Property within the Trust.
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<ul style="list-style-type: none"> • Essential Reading for: • Information for: 	<p>All Trust staff/departments involved in handling patients' Cash, Valuables and Patient Property on behalf of patients within the Trust</p> <p>All staff</p>

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Version Control

Version	Title	Issue Date
2.2	Policy For the Handling of Patients' Cash Valuables and Property	16/09/2005
3.0	Policy for the Handling of Patient's Cash, Valuables and Property	14/11/2012
4.0	Policy for the Handling of Patient's Cash, Valuables and Property	11/02/2015
5.0	Policy for the Handling of Patients' Cash, Valuables and Property* *(Please note, this document is newly aligned with HGS Version 2 of the Patient Property Policy)	27/07/2023

1. Policy Statement

- 1.1 Patients and their families or guardians should be assured that all reasonable steps have been taken to ensure the safety and security of Patient Property whilst under our care.
- 1.2 The aim of this policy is to ensure a process for the handling of Cash, Valuables and Patient Property on behalf of patients within University Hospitals Birmingham NHS Foundation Trust (the Trust). In particular, it ensures that:
 - 1.2.1 The risks associated with the handling of Cash, Valuables and Patient Property are managed appropriately;
 - 1.2.2 Handling practices are described and incidents are reported; and
 - 1.2.3 The Trust limits its own liability in the event of loss or damage of Cash, Valuables and Patient Property held on behalf of patients.
- 1.3 Providing a safe and secure environment for care is a legal duty under the regulations which underpin the quality standards for healthcare providers overseen by the Care Quality Commission (CQC). The Health and Social Care Act 2008 (Regulated Activities) Regulations 2010 make specific references to the protection of Patients' Property. Regulation 11 states that providers "must make suitable arrangements to ensure that service users are safeguarded against the risk of 'abuse' and includes 'theft, misuse or misappropriation of money or property' within the relevant meaning of 'abuse'.

2. Scope

- 2.1 The policy applies to all individuals employed by the Trust including students, locum and bank/agency staff and staff employed on honorary contracts who are involved in Trust business on Trust premises.
- 2.2 The policy applies to all patients where they do not retain personal control of their belongings whilst on Trust premises (for example when they have lost capacity) including:
 - 2.2.1 patients registered as inpatients or day case;
 - 2.2.2 some patients attending the Emergency Department; and

2.2.3 some patients attending as outpatients where they will be unable to safeguard their property e.g. during imaging procedures.

2.3 These are detailed in the associated procedures for the handling of Cash, Valuables and Patient Property on behalf of patients.

2.4 This policy does not apply generally to patients attending as outpatients who will remain able to safeguard their property. It also does not apply to property belonging to visitors and staff.

3. Framework

3.1 This section describes the broad framework for the Policy for the Handling of Patients' Cash, Valuables and Patient Property. Detailed instructions are provided in the associated procedural documents.

3.2 The Chief Nurse shall approve all procedural documents associated with this policy, and any amendments to such documents, and is responsible for ensuring that such documents are compliant with this policy.

3.3 Definitions

Cash	Any coins and or notes of any currency irrespective of their country of origin belonging to a patient.
Cashiers	Refers to the Cashiers Offices.
Handling	The handling of Cash, Valuables and/or Patient Property means accepting, transferring and disposing of such items.
Patient Property	General items such as clothing and toiletries, other than cash and valuables but may also include items such as dentures, spectacles and walking aids which if lost can cause considerable inconvenience and distress to patients.
Safe	A ward or department safe/secure cabinet with complex lock.
Valuables	Any item of value and may include jewellery, bank cards, cheque books and house/car keys.

3.4 Where possible and appropriate, patients must be discouraged from bringing excessive amounts of Cash, Valuables and Patient Property into hospital. However, if a patient arrives in the Trust with

Cash and Valuables they, where possible and appropriate, should be encouraged to send this home with their relatives/carers.

- 3.5 On admission, patients are to be informed clearly that the Trust is only responsible for Cash and Valuables taken into safe keeping. Patients must also be informed on admission that the Trust will not accept responsibility for any additional Valuables or Patient Property brought in post admission.
- 3.6 Disclaimers will be completed, as detailed in the associated procedures, and a copy must be retained in the patient's medical record. The actions to be undertaken by staff where the patient is unable to sign a disclaimer are described in the associated procedures.
- 3.7 Appropriate steps must be taken to safeguard Cash, Valuables and Patient Property on behalf of patients who are unable to safeguard their own. For example, in some areas, of the Trust, lockers are available for patients to secure their Patient Property.
- 3.8 The Trust will only take Patient Property into safe keeping in the following circumstances:
 - 3.8.1 The patient dies;
 - 3.8.2 Where the patient has been temporarily transferred to another department, such as Theatre or Critical Care, where they temporarily lose capacity to safeguard their own Cash, Valuables and Patient Property or where they have to be physically separated from their property e.g. to have a scan;
 - 3.8.3 Where they are unable to safeguard their own Cash, Valuables and Patient Property due to a lack of mental capacity e.g. delirium or dementia; or
 - 3.8.4 In exceptional circumstances, when all other avenues have been exhausted, (for example, where a locker is not available) where the patient has requested that the Trust safeguards their Cash, Valuables and Patient Property.
- 3.9 In the event of a patient's death, Patient Property must be managed as described in the associated procedures.
- 3.10 Cash, Valuables and Patient Property which are transferred to a third party (for example a friend or relative of the patient) must be clearly documented and itemised.
- 3.11 The actions to be undertaken by staff where the patient is temporarily unable to safeguard their own Cash/Valuables, for

example when they go to theatre, are described in the associated procedure. Retained items placed in a Safe must be entered in the appropriate Safe Log Book.

- 3.12 The operational instructions for the processes required when handling Cash, Valuables and Patient Property are detailed in the associated procedures. This includes, in particular, the process for recording the acceptance, transferring and disposing of Cash, Valuables and Patient Property, the process for lost or left Cash/Valuables and/or Patient Property, allegations of stolen items and the release of property requested by police.
- 3.13 All breaches of policy will be reported through the Trust incident reporting procedure.

4. Duties

4.1 Chief Nurse

The Chief Nurse is responsible for overseeing the compliance with this policy and will provide assurance to the Board of Directors on compliance and raise matters of concern with the relevant Department.

4.2 Senior Management Teams and their Deputies

Senior Management Teams and their Deputies are responsible for ensuring that the wards/departments and staff are aware of and implement this policy, and where there are deficiencies of concerns in delivery, these are investigated and reported via the Quality and Safety Groups.

4.3 Chief Financial Accountant

The Chief Financial Accountant is responsible for ensuring a robust process is in place for the Cashiers Offices to ensure the safeguarding of Cash, Valuables and Patient Property held on behalf of patients in the Cashier Offices.

4.4 Trust Security Management Specialist Team

Members of the Trust Security Management Specialist Team are responsible for:

- 4.4.1 Handling all security incidents of theft relating the Cash, Valuables and Patient Property held on behalf of patients;
- 4.4.2 Investigating all such incidents; and

4.4.3 Liaising with the Police as appropriate.

4.5 **Managers**

Managers have responsibility for ensuring that:-

4.5.1 All staff have awareness of this policy and associated procedural documents;

4.5.2 All staff adhere to and implement this policy and associated procedural documents; and

4.5.3 The appropriate staff, equipment and stationery are available to enable this policy to be followed.

4.6 **All Staff Involved In The Handling Of Patient Cash, Valuables And Property**

All staff involved in the handling of Cash, Valuables and Patient Property held on behalf of patients are required to familiarise themselves with all relevant Trust policies and procedures referred to within this document. They must ensure that they comply with them in their areas of work at all times.

5. **Implementation and Monitoring**

5.1 Implementation

This policy and its associated procedures are available on the Trust intranet and will be disseminated to staff through the management and internal team structures within the Trust.

5.2 Monitoring

See Appendix A for detail of the monitoring of this policy, and its associated procedures.

6. **References/ Bibliography**

Health and Social Care Act (2008) (Regulated Activities) Regulations 2010
<http://www.legislation.gov.uk/ukdsi/2010/9780111491942/contents>
[Accessed 04.08.22]

7. **Associated Policy and Procedural Documentation**

Cashier Procedures

Bereavement Policy and Procedures

Equans Local Operating Procedure: Escort Duties

Equans Local Operating Procedure: Lost and Found Property

Discharge Policy and Procedures

Patient Transfer Policy and Procedures

Procedure for the Handling of Patient's Cash, Valuables and Property

Security Policy

Choose an item. Choose an item. Choose an item.

Appendix A

Monitoring Matrix

MONITORING OF IMPLEMENTATION	MONITORING LEAD	REPORTED TO PERSON/ GROUP	MONITORING PROCESS	MONITORING FREQUENCY
Incidents relating to management of patient property will be monitored through incident reporting.	Clinical Governance and Patient Safety Team	Clinical Quality Monitoring Group (CQMG) Trust Board	The top 5 increasing incidents are identified routinely by the Risk and Patient Safety Teams. If a potential issue with patient property is identified, this will be incorporated into the Integrated Quality Report which is reported to CQMG.	Quarterly reporting to CQMG and then to Trust Board
Incidents relating to management of patient property will be monitored through complaints and PALS contacts.	Patient Experience Team	Patient Experience Group	The number of complaints and PALS contacts will be monitored and reported to the Patient Experience Group.	Six monthly
Where ward safes are available, their contents will be checked against the Safe Log Book on a daily basis by the Nurse in Charge or equivalent, on every Ward/ Department and monitored by the Ward/Departmental Managers.	Matron	Preventing Harm meetings	Evidence of daily safe checks will be audited by the matrons. The audit results will be reported to the Preventing Harm meetings (or equivalent).	Six monthly
Audit the completion of disclaimers.	Clinical Governance and Patient Safety Team/ Lead Nurse Quality and Clinical Assurance	Operational Care Quality Group	An audit of the completion of disclaimers will be included within the annual live Nursing Documentation Audit. Results will be reported to the Operational Care Quality Group	Annually