

Title of POL: Withdrawal of Service

Custodian: Group Managing Director

Version Number: 03

Issue date: 29.08.25

Review date: 29.08.28

**POLICY (POL)**

Title of Policy	Withdrawal of Service		
What type of document is this?	Policy (POL)	Policy Reference Number	HHH-POL-043
Purpose of POL	<p>The purpose of the document is to provide Heping Hands Policy on service withdrawal.</p> <p>Helping Hands has a duty of care which is an ethical responsibility to ensure the health, well-being and safety of our employees and customers.</p> <p>Service withdrawal is seen by Helping Hands as the ultimate sanction and will only be exercised when all other avenues for resolving problems have been exhausted.</p> <p>No decision to withdraw services for a customer will be made without the authorisation of the relevant Divisional Director.</p>		
<b>ROLES AND RESPONSIBILITIES</b> Include in this section details of the key roles and associated responsibilities relevant to the document			
Roles	Responsibility		
Group Managing Director	Responsible for ensuring this procedure is reviewed as per schedule or in line with changes to internal procedures.		
Divisional Directors	Responsible for reviewing and authorising decisions on service withdrawal.		
Area Care Managers	Responsible for embedding this policy within divisions and supporting Care Managers in relation to service withdrawal.		

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Care Managers	Responsible for adhering to this policy. To ensure concerns identified or reported regarding the health, safety and well-being of customers and employees are investigated and the relevant action taken. In cases where all other avenues for resolving problems have been exhausted and service withdrawal is considered; it is the responsibility of the Care Manager to gain authorisation from the relevant Divisional Director.
All Employees	Responsible for adhering to this policy, to report concerns to their line manager regarding the health, safety and well-being of themselves, their customers or other employees.
Scope of POL	This policy applies to employees who are involved with assessment, planning, delivery and review of care and support. This includes but is not limited to, carers, branch employees, care managers, area care managers, divisional directors and support employees.

### 1.0 Qualifying Criteria for Withdrawal

1.1 Helping Hands reviews all service withdrawals on a case-by-case basis using a fair process. While not exhaustive, the following are examples of circumstances under which Helping Hands may consider terminating its services:

- **Change in Care Requirements:** The customer's care needs have evolved beyond what Helping Hands can safely and effectively support, including where specialist skills or training are required that we cannot provide.
- **Employee Safety:** There are unsafe working practices that pose a risk to our employees.
- **Breakdown in Relationship:** The relationship between Helping Hands and the customer has irretrievably broken down and cannot be reasonably restored.

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- **Non-Payment:** Repeated failure to pay for services, despite reasonable efforts to support the customer with payment arrangements. (This excludes accounts on hold due to a formal dispute.) A 14-day notice period will apply in such cases.
- **Abuse or Aggression:** Any instance of abuse, aggression, harassment, or physical violence directed at a Helping Hands employee by the customer or their representative.
- **Risk from Pets:** Employees have been attacked or are at significant risk of attack by a customer's pet.
- **Hazardous Environment:** The home environment is deemed hazardous, such as being infested with pests or vermin.
- **Discrimination:** Any form of discrimination directed at Helping Hands employees
- **Acts of coercion:** Any act directed at a Helping Hands employee to do something against their will through threats, intimidation, physical force and manipulative control.
- **Misuse of substances:** Misuse of legal or illegal substances within the home environment.

## **2.0 Helping Hands Employee Rights of Concern**

2.1 It is the expectation that Helping Hands employees report to their Line Manager any situation where they feel that they may be expected to carry out work which may be unsafe, or if they feel that they are working in an unsafe or unclean environment and request to leave the property.

2.2 Helping Hands employees may request to leave the property if they feel that undue and unnecessary pressure is being placed upon them by the customer and or their families / representatives.

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2.3 Where a Helping Hands employee is attacked by a dangerous animal, they have the right to request to leave the property permanently or until such time as the animal(s) has been removed from the home or alternative arrangements for the animal(s) has been made to ensure that a carer may carry out their duties safely.

2.4 Any appeal made by the customer or their representative refuting the concerns raised will be recorded and investigated by a Care Manager and outcomes provided. Any subsequent complaints raised will be handled as per Helping Hands complaints policy.

### **3.0 Documenting Evidence for Withdrawal**

3.1 All information regarding issues relating to a customer's care package will be documented on the appropriate section of the customer's records.

3.2 Any formal Helping Hands documentation, including letters sent to the customer and or their family / representative will be stored securely for future reference if needed.

3.3 In all cases when notice is provided by Helping Hands to the customer and or their family/representative this will initially be in person or by telephone call and it will then be followed up with formal written notice, giving the reasons for the withdrawal and giving a minimum of 14 days where possible.

3.4 Where it is safe to do so, Helping Hands will aim to agree an end date which can support a smooth transition of a new care provider where needed.

3.5 Helping Hands identifies that immediate withdrawal of service may be necessary in extreme circumstances, this will be communicated to the customer, their family or representatives by the Manager. It is preferable to do this in person, however in extreme emergencies; notification may be given over the telephone; this must be

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followed up with a visit to the property as soon as possible after withdrawal and confirmed in writing after the visit.

3.6 Where an immediate withdrawal of service may be necessary, it must be first authorised by the Responsible Individual – Group Managing Director.

3.7 In the case where the service is funded by a public body or other funding sources, Managers will ensure that the funder is informed that the service is being withdrawn, the reasons for the withdrawal and the proposed cessation date. The notice period provided will depend on the clauses included in the contract with the funder.

3.8 Where there are any safeguarding concerns during the process of withdrawing care Helping Hands will ensure that the local authority and relevant agencies or healthcare professionals are aware. We will work with these third parties to support in a smooth transition of care.

3.9 Where possible, we will guide and suggest to our customers alternative care providers. However, it remains the responsibility of the customer and their family / representative to seek alternative care provision.

<b>TRAINING</b> Is training required?	No
Details of training	N/A
<b>COMPLIANCE</b> How is compliance within this document	Change in company process will be monitored to ensure that the document will be reviewed if necessary. Breach in policy will be escalated and actioned where required.

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going to be monitored?		
<b>EQUALITY IMPACT ASSESSMENT AND PROCEDURAL INFORMATION</b>		
	Positive/Negative/N/A	Comments
Does the document have a positive or negative impact on one group of people over another based on their:		
• Age?	N/A	
• Disability	N/A	
• Gender assignment?	N/A	
• Pregnancy and maternity (which includes breastfeeding)	N/A	
• Race (including nationality, ethnic or national origins or colour)?	N/A	
• Marriage or civil partnership?	N/A	
• Religion or belief?	N/A	
• Sex?	N/A	
• Sexual orientation?	N/A	
If you have identified any potential impact (including any positive impact which may result	N/A	

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in more favourable treatment for one particular group of people over another), are any exceptions valid, legal and/or justifiable?		
If the impact on one of the above groups is likely to be negative:		
Can the impact be avoided?	N/A	
What alternatives are there to achieving the document's aim without the impact?	N/A	
Can the impact be reduced by taking different action?	N/A	
Is there an impact on employee, customer or someone else's privacy?	N/A	
Changes since previous version	At point of review: <ul style="list-style-type: none"><li>• Update of purpose of policy section</li><li>• Update of roles and responsibilities</li><li>• Inclusion of scope of policy</li><li>• Update of 1.0 – Qualifying Criteria for Withdrawal</li><li>• Addition of 2.4 in relation to contradiction of concerns and complaints.</li><li>• Update of 3.0 – 3.3 and 3.4 and addition of 3.9.</li></ul>	
Who was involved in developing /reviewing/amending the document? (list titles)	Group Managing Director Divisional Directors Head of Quality Quality Development Lead	
How confidential is this document	Public	Can be shared freely within and outside of Helping Hands

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References	N/A
Associated Documents	N/A

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