

END OF TENANCY ALERTS PROTOCOL

May 2023

SERVICE PROTOCOL STATEMENT

This protocol should be followed in the event of a Tenant no longer residing within the extra care scheme, usually as a result of new placement or death. (The sudden death protocol should be referred to as appropriate).

Efficient and timely communication of a change in Tenancy circumstances will support social worker locality teams to update central systems and take appropriate action as necessary, and for the tenancy/housing teams to ensure rental accounts are managed, also allowing for the release of the property for future letting to another vulnerable adult.

In the event of a Tenant moving to an alternative placement, Extra Care scheme management should:-

- Record the date and time of the last care and support visit provided.
- Tenant file, to include care and support log notes/MAR charts to be archived on site.
- Scheme manager or team leader should send an email to the **allocated social worker/locality team** and the **tenancy sustainment officer** to inform them of the Tenant moving out. The following information should be included:-
 - **Name and contact details of the new residence**
 - **Date and time of last care & support visit provided**
 - **Name and contact details of NOK, where appropriate**

The email should include a request for LAS to be updated to reflect the new address and end of service provision, and a request for the tenancy end process to be initiated.

- The vacated flat should only be accessed by staff, once all Tenant belongings have been removed and once notification of tenancy end has been received.

In the event of a passing away, Extra Care scheme management should:-

- Record the date and time of the last care and support visit provided.
- Tenant file, to include care and support log notes/MAR charts to be archived on site.
- Scheme manager or team leader should send an email to the **allocated social worker/locality team** and the **tenancy sustainment officer** to inform them of the Tenant's passing. The following information should be included:-
 - **Date and time of last care & support visit provided**
 - **Date and location of death** (at home or in hospital)
 - **Name and contact details of NOK, where appropriate**

The email should include a request for LAS to be updated to reflect that the Tenant has deceased and end of service provision, and a request for the tenancy end process to be initiated.

This email should be sent in addition to actions taken as per the Sudden death protocol, where necessary.

- The vacated flat should only be accessed by staff, once all Tenant belongings have been removed and once notification of tenancy end has been received.

Social Workers / Locality Teams

It is important that the allocated social worker, or locality team, support with the robust communication around a change in circumstances for an Extra Care Tenant.

Social Workers / locality teams should ensure that any information received by them, regarding the alternative placement of an individual, or the passing of an individual whilst in hospital, is communicated in writing, to the extra care scheme manager and the tenancy team.

Supporting notes and relevant changes should be made to LAS, in a timely manner.