**Policy 16 Cancellation**

# 16.1 Policy Statement

Outreach services agreed through the child/ young person’s Care Plan will not be withdrawn without giving a minimum of 7 days’ notice, except where a support worker is at immediate risk. In this instance the Social Worker and family will be notified immediately and the worker withdrawn.

As far as possible, continuity of Support workers will be maintained. If this is not possible (e.g. through sickness) a replacement will be sought. In this instance, we will aim to introduce the new worker to the family having fully explained the Care Plan.

Where a replacement Support worker cannot be made, CWD Outreach Service will inform the social worker and where possible, alternative arrangements will be made.

If support is cancelled by a family with more than 48 hours’ notice, coordinators will aim to rearrange the support to save the care planned hours.

Support times and hours will only be varied in accordance with the support plan

Any change in the support plan which necessitates a change in the hours of support to a service user, needs to be emailed to the coordinators. CWD Outreach Service cannot guarantee immediate alteration to the service unless there is availability of staff.

On occasion if no support worker can be sourced then CWD Outreach Service will aim to use an external provider with a good or outstanding CQC rating.

**16.2 Cancellation Procedure**

## **Cancellation by the child/ young person or their family**

* You should notify your CWD Outreach Co-ordinator giving at least 48 hours’ notice of cancellation of service. This gives the Co-ordinator and Manager the opportunity to re-direct the staff member and reschedule the support time if possible.
* If 48 hours’ notice is not given, CWD Outreach Service cannot guarantee to reschedule the service and lost hours cannot be accumulated for use at another time.
* Families should inform the service of planned hospital admissions, appointments and holidays. It is helpful to have such information in advance of the rota being formulated.
* If a child is sent home from school, have sickness or diarrhoea in the last 24 hours or is contagious, support MUST be cancelled. Support workers often support more than one family and infection control must be maintained.
* If a child/ young person requests a change of support worker, the Co-ordinator or Manager will respond as quickly as possible but cannot guarantee immediate replacement. The family will be kept informed and contacted as soon as a replacement is found.

### **Cancellation by the Outreach Service**

* In the event of cancellation of support because of staff absence, the CWD Outreach Co-ordinator or Manager will contact the service user by telephone as soon as possible. Where possible the support arrangements will be amended to ensure continuation of service.
* CWD Outreach Service will not substitute staff members without consultation with the service user.
* If a staff member feels unsafe for any reason, CWD Outreach Service reserves the right to cancel support with immediate effect. In this case, the social worker will be contacted by the co-ordinator or manager and a resolution sought.
* If CWD Outreach Service is unable to sustain a package of support, the service user and the social worker will be informed. A full explanation for the cancellation of service will be given.

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