



Yenaa Housing

Death of a resident 2024



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Policy Checklist	
Date of Implementation	Feb 24
Date of Last Review	Feb 26
Date of Next Review	Feb 28

Policy Regarding the Death of a Resident

1. Purpose:

This policy outlines the procedures to be followed by Yenaa Housing staff in the unfortunate event of the death of a resident in our exempt supported accommodation. The aim is to ensure a respectful, sensitive, and legally compliant response, minimising distress to other residents and staff, and adhering to all relevant regulations and best practices.

2. Scope:

This policy applies to all staff members of Yenaa Housing, including support workers, managers, who may be involved in responding to the death of a resident.

3. Definitions:

- Resident: A person residing in accommodation provided by Yenaa Housing.
- Next of Kin: The resident's legal next of kin or designated emergency contact.
- Relevant Authorities: Police, paramedics, coroner, and other relevant agencies.

4. Procedures:

4.1 Immediate Actions:

* Discovery: If a resident is found unresponsive:

- Assess the Situation: Immediately check for signs of life (breathing, pulse).
- Call Emergency Services: If there are any doubts about the resident's condition, immediately call emergency services (999 or equivalent) and follow their instructions. Clearly state the location and that a resident is unresponsive.
- Not Disturb the Scene: Unless instructed by emergency services, do not move or disturb anything in the immediate vicinity.

Confirmation of Death:

- By Paramedics: If paramedics arrive and pronounce the resident deceased, follow their instructions. They will typically contact the police if the death is unexpected or unexplained.

- By a Doctor: If a doctor is present and able to confirm the death, obtain written confirmation.

4.2 Notifying Relevant Parties:

- Police: If the death was unexpected, unexplained, or suspicious, the paramedics will typically notify the police. Otherwise, the staff member must contact the police. Cooperate fully with their investigation.
- Next of Kin/Emergency Contact: Once the police have authorised it (usually after initial investigation), the designated staff member (usually the manager) will notify the resident's next of kin or emergency contact.
- Sensitivity: Deliver the news with sensitivity and compassion.
- Information: Provide clear and accurate information about the circumstances of the death, as known.
- Support: Offer condolences and inquire about their wishes regarding funeral arrangements and personal belongings.
- Documentation: Document the date, time, and content of the conversation.
- Yenaa Housing Management: Inform your line manager and other relevant members of Yenaa Housing management as soon as possible.
- Other Agencies: Depending on the resident's circumstances, it may be necessary to inform other agencies involved in their care, such as social services, probation services, or mental health teams.

4.3 Securing the Property:

- Lockdown: Secure the resident's room/unit to prevent unauthorised access.
- Personal Belongings: Do not remove or dispose of any personal belongings until instructed by the next of kin or legal authorities.
- Documentation: Create an inventory of the resident's belongings, with photos if possible.

4.4 Support for Other Residents and Staff:

- Other Residents:
 - Notification: Inform other residents of the death in a sensitive and appropriate manner, considering their individual needs and vulnerabilities.
 - Support: Offer emotional support and counselling services to residents who may be affected by the death.
 - Respect: Ensure residents respect the privacy and grief of others.
 - Staff:
 - Debriefing: Provide opportunities for staff members involved in the incident to debrief and receive emotional support.
 - Counselling: Offer access to counselling services for staff members who may be struggling to cope.
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4.5 Funeral Arrangements and Estate:

- **Liaison:** Liaise with the next of kin (or their appointed representative) regarding funeral arrangements.
- **Respect Wishes:** Respect the wishes of the next of kin regarding the funeral arrangements and the handling of the resident's personal belongings.
- **Unclaimed Body:** If the next of kin is unable or unwilling to make funeral arrangements, follow local regulations regarding unclaimed bodies. This usually involves contacting the local authority.
- **Estate:** Yenaa Housing is not responsible for managing the resident's estate. Direct the next of kin to seek legal advice regarding probate.

4.6 Documentation and Reporting:

- **Incident Report:** Complete a detailed incident report, documenting all actions taken in response to the death.
 - **Record Keeping:** Maintain accurate and complete records of all communications, actions, and decisions made.
 - **Data Protection:** Handle all personal data in accordance with data protection regulations.
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