

### **Legal Reference**

- 1.0      **Regulation 9 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014**

### **Outcome Statement**

- 2.0      **Service users: experience effective, safe and appropriate care, treatment and support that meets their needs and protects their rights.**
- 2.1      **This is because the home complies with the regulations and will reduce the risk of people receiving unsafe or inappropriate care, treatment and support by:**  
            Assessing the needs of service users  
            Planning and delivering care, treatment and support so that service users are safe, their welfare is protected and their needs are met  
            Taking account of published research and guidance  
            Making reasonable adjustments to reflect service users needs, values and diversity  
            Having arrangements for dealing with foreseeable emergencies.
- 2.2      To ensure that service users and their supporters are aware of, and understand, the issues surrounding pets in the home.
- 2.3      We recognise the social and therapeutic benefits of having pets in a home and have adopted a positive approach in this home.

### **Policy Statement**

- 3.0      We believe that service users should be able to enjoy the best quality of life - including their pets.

We are committed to this in relation to pets which live in the home by the following.

- 3.1      Service users have appropriate care and support because their needs are established from when they begin the process of moving into the home.

The assessment, planning and delivery of their care, treatment and support:

- Is centred on them as an individual and considers all aspects of their individual circumstances, and their immediate and longer-term needs (including their pets).
- Is developed with them, and/or those acting on their behalf.
- Reflects their needs, preferences and diversity.
- Identifies risks, and says how these will be managed and reviewed.

- Ensures that assessments balance safety and rights with choices and risk.
- Ensures that care plans are reviewed and changed in recognition of the changing needs of the service user.
- Maintains their welfare and promotes their wellbeing by taking account of all their needs, including:
  - Physical
  - Mental
  - Social
  - Personal relationships
  - Emotional
  - Daytime activity.
  - Pets
- Ensures continuity of care as a result of communication between staff.
- Enables them to make choices concerning exercise, diet and lifestyle.

**3.2 Service users benefit from a service in relation to pets that:**

- Reflects on the findings of their care plan reviews.
- Learns from incidents that may have occurred so that the risk of these being repeated is reduced to a minimum.
- Informs them, or others acting on their behalf, if an incident occurred and offers a full explanation of what happened along with an appropriate apology or expression of regret as directed by Regulation 20 – Duty of Candour.
- Takes into account relevant guidance, including that from the Care Quality Commission as may from time to time be published, and any other good practice guidance which relates to the care, treatment and support provided by the home and which is published by a professional or expert body that is relevant.

**3.3 Service users can be confident that:**

- Wherever possible, they will know the names of staff.
- They have a plan in place for when they move from the home and are fully involved in this planning. This includes the arrangements for the continuing care of their pets.
- They have sufficient information to enable them, or a person acting on their behalf, to make informed choices and decisions about the service and their pets.

**3.4 Service users with a learning disability:**

- Are supported to have a health action plan developed by their primary care trust.
- Are supported to manage and care for their pets, where this is an identified therapeutic benefit.

**Procedure**

- 4.0 The home welcomes applications from service users who have pets and sees them as part of a holistic approach to the care of a service user.
- 4.1 The manager is required to make all necessary decisions as to whether a pet is suitable for the home and whether the home is able to accommodate it. It is important that the manager clarifies any issues of suitability as soon as possible in order that the service users hopes are not unfairly raised.
- 4.2 The manager has the right to refuse any pet being brought into the home. The reason for such a refusal does not have to be any more complicated than "the inclusion of this pet would not be in the best interests of the home".
- 4.3 Any application to move into the home should include establishing if the service user has any pets they wish to bring. This should be recorded on the Service Users Application (Form 060).
- 4.4 In cases where the manager feels that it would be unsuitable or inappropriate for the pet to be brought into the home, the service user should be informed without delay.  
The date and time of notification should be entered onto the Service Users Application (Form 060).
- 4.5 Where a service user has been informed that their pet has been declined, for whatever reason, the service user should be able to make a formal appeal against the decision by completing a Complaints Form (Form 011)
- 4.6 Each service user should be aware that they are responsible, as far as they are able, for the upkeep of their pet and that staff would not normally be expected to take an active role in this regard.  
It may, however, be appropriate for staff to be involved in the upkeep and welfare of a pet where ownership and care of the pet forms a constituent part of the Care Plan (Form 063).
- 4.7 Pet owners are responsible for ensuring that any fouling from faeces or urine is cleaned promptly and effectively. If a service user is unable to clean up after their pet, the manager should review the situation and examine compromise solutions.  
Changes should be entered into the Care Plan.
- 4.8 The cost of insurance and veterinary care is the responsibility of the owner of the pet, not the home.
- 4.9 In some cases pets require medication either in the short term or for longer periods. Medication for pets should normally be kept in a safe place within the owners room unless there are significant concerns that the medication may be inappropriately taken or administered.  
In such cases, the manager should look at a suitable alternative location and record this in the Care Plan (Form 063).
- 4.10 **Under no circumstances should animal medication be stored in the same place as medication intended for human consumption.**

- 4.11 Any damage or injury caused by the pet is the responsibility of the owner and is required to be rectified at their expense.

Other service users, or staff, who are injured by a pet, may have a right to take legal action for damage and / or injury caused.

For this reason, the manager should make service users aware of insurance cover available and encourage them to purchase suitable third party liability cover.

- 4.12 In general terms, pets would normally be expected to live in the service users room.  
Pets may be allowed in other parts of the home with the permission of the manager and where the risk to other service users is seen as relatively slight.

**Guide dogs are excepted from this requirement.**

- 4.13 Where a service users care needs have resulted in higher levels of dependency, the manager should include the ongoing needs of the pet as part of any reviews that are held.  
There may need to be a balanced decision between the additional amount of time required to care for the pet against the potential trauma and deterioration caused if the pet has to be re-homed.

- 4.14 In cases, following a review, where the manager and staff feel that it is no longer appropriate or possible to meet the ongoing care needs of the service users pet, a decision to re-home the pet may be necessary.  
This should be carried out in a professional and sympathetic manner so as to be as supportive as possible to the service user.  
It may be appropriate to contact one of the animal welfare organisations who have experience in such matters.

- 4.15 Where the service user voluntarily makes a decision to re-home their pet, the manager should ensure that appropriate levels of support are offered. This decision and the support provided should be recorded in the Care Plan.

- 4.16 In the event of a service users pet dying, staff on duty should be informed as soon as it is appropriate to do so.  
Other staff should be informed at subsequent staff handovers and a record made in the Communication Book (Form 010).

**Pets Owned By The Home**

- 4.17 The manager is responsible for the ongoing health, safety and welfare of all pets which are owned by the home.
- 4.19 The manager is responsible for ensuring that suitable insurance cover has been effected which will cover accidents, injury and losses caused either directly or indirectly by the pet or its equipment.
- 4.20 The manager should ensure that staff and service users are aware of any limitations or restrictions in the insurance cover which might affect the home.
- 4.21 Pets should be excluded from kitchens, store rooms, medical areas or any other part of the home which the manager deems to be "High Risk".

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- 4.22 Pets owned by the home should be under control at all times. Caged birds should not be allowed to “fly free”, except as part of an exercise programme to promote their health, and then only under close supervision of a competent member(s) of staff.
- 4.23 Service users should be encouraged to be involved in the care of pets in the home. This should include care such as feeding, grooming and exercise.
- 4.24 However, service users should be advised not to feed cats and dogs with scraps of food and biscuits etc. due to the dangers to the animals health through obesity and over feeding.
- 4.25 Pets owned by the home should have the cost of their care and upkeep met by the home. Pets owned by a group of service users should be the responsibility of the service user group, although the home may use a “Community Chest” or comforts fund to meet upkeep costs.
- 4.26 Pets owned by the home will probably have a designated “rest area”, favourite chair or basket located in the home. Such sleeping arrangements are the responsibility of the manager, although service users should be encouraged to take an active part in these decisions.
- 4.27 Food for pets should be kept in a separate place to food for human consumption at all times.
- 4.28 Under no circumstances should animal medication be stored in the same place as medication intended for human consumption.
- 4.29 When a pet dies the manager should take appropriate steps to inform service users and staff. The manager should ensure that arrangements for disposal of the body are sensitive to people in the home.

**Pets Who Visit The Home**

- 4.30 As a general rule, visitors should not be allowed / encouraged to bring animals to the home when they visit.  
However, there may be circumstances where such visits are welcomed by service users and have a positive impact on the service user being visited.
- 4.31 The manager should be responsible for deciding the appropriateness of such animal visitors and how such visits are to be managed.
- 4.32 Anyone who brings a pet into the home should ensure that it remains under their personal control at all times.
- 4.33 The Manager should inform the person bringing a pet onto the premises that the home is not responsible for any damage and / or injury, howsoever caused by the pet.
- 4.34 Where a pet is part of an animal “petting” or “therapy” scheme, the organisers of the service should ensure that appropriate insurances are in place for public liability and third party damages.

**The Following Evidence Will Demonstrate That The Required Outcomes Are Being Met And Relevant Standards Achieved**

- 5.0 The should be evidence that:

- Where pets are identified as being important to a service user, this process is assessed and managed
- Service users have been provided with information about bringing pets into the home prior to their admission
- Service users are supported in looking after their pets where assessment shows that this is required
- Care plans identify pets and how their welfare will be managed within the service users plan of care
- Inspection of medicine storage confirms that animal medicines are not stored in the same place as human medicines
- Service users have pet insurance where appropriate – or have been advised to take out pet insurance
- Observation in the home confirms that pets are being well cared for

## **Training Required**

- 6.0 Only staff who have been suitably trained and are authorised by the manager should undertake needs assessments of prospective service users. This includes staff being able to assess in relation to pets from the following viewpoints:
- The benefit to the service user of keeping their pet
  - The likely distress caused by having to dispose of their pet
  - The ability of the home to manage their pet
  - The level of staff input required
  - The balance of other pets in the home
- 6.1 Staff should be aware of the following:
- How many pets live in the home?
  - Who these pets are owned by?
  - What are the care needs of both the owner and the pet?
  - What training have you received in order to provide the required services?
  - Has the training been recorded in your Training Record?
- 6.2 Staff should be aware of the range of services that the home is able to provide and should understand how these services combine to meet the needs of service users.

## **Forms And Referenced Documents For This Procedure**

- 7.0 Form 010 - Communication Book
- 7.1 Form 011 - Complaint Form
- 7.2 Form 063 - Care Plan
- 7.3 Form 060 - Service User Application