

Policy Statement

At TruComfort Homecare we are committed to maintain the highest ethical and financial standards in all interactions with the individuals we support. Protecting the financial interests of our service users is a core responsibility, and our approach to receiving gifts or legacies reflects this commitment.

This policy outlines how TruComfort Homecare handles the giving of gifts to staff by service users or their families, and how any discussions about wills or legacies should be appropriately managed.

Policy Overview

It is natural that close bonds may develop between staff and those they care for. In some cases this might lead to the offer of gifts or occasionally inclusion in a service users will.

To protect both parties and avoid any concerns around undue influence, TruComfort maintains clear boundaries on what is acceptable.

Procedures

- **Gift Limitations:** Staff are not permitted to accept personal gifts valued over **£5.00**. Anything above this must be politely declined.
- **No Cash or Valuables:** TruComfort Homecare staff may not accept any form of **money or possessions** from service users under any circumstance.
- **Declaration Process:** All gifts, regardless of value must be **declared publicly** as soon as possible. A log must be made in the **Gifts Register** held at the office, including:
 - Date of receipt
 - Nature and estimated value of the gift
 - Signature of the staff member
- **Wills and Legal Documents:** Staff are strictly prohibited from:
 - Assisting in the drafting of wills
 - Accepting roles in a service user's will
 - Encouraging or suggesting inclusion in any form of legacy
 - If a service user expresses a need to make a will, they should be **referred to independent legal services** such as a solicitor or Citizens Advice.
- **Disciplinary Action:** Violations—such as failing to report a gift, accepting large gifts, or involvement in legacies—will be treated as **serious misconduct** and may lead to disciplinary proceedings.

Training

All employees will be trained in adult safeguarding as part of their induction and through ongoing qualifications. Updates to this training will be provided as required to ensure compliance with this policy.

TruComfort Homecare