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Guidance for Handling of Patients' Monies and Valuables

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1 Introduction

Tees, Esk and Wear Valleys NHS Foundation Trust (the Trust) recognises the necessity for a consistent and documented approach to the handling of patients' monies and valuables.

This procedure is critical to the delivery of [Our Journey To Change \(OJTC\)](#) and our ambition to co-create safe and personalised care that improves the lives of people with mental health needs, a learning disability or autism. It helps the Trust deliver our three strategic goals as follows:

- This procedure supports the Trust to co-create a great experience for all patients, carers and families from its diverse population by ensuring choice and control regarding monies and valuables
- This procedure supports the Trust to co-create a great experience for colleagues by providing concise and transparent guidance for the handling of patients' monies and valuables
- This procedure supports the Trust to be a great partner by having a shared understanding of the needs of our communities

2 Purpose

This procedure will assist the Trust to:

- Provide a safe and secure environment as specified in the regulations which underpin the quality standards overseen by the Care Quality Commissions
- Take all reasonable measures to ensure patient's monies and valuables are secure, whether retained by the patient or the Trust

3 Who this procedure applies to

- All Trust employees

4 Related documents

Please refer to:

- [Appendix 3 - Managing Patients' Monies and Valuables Flowchart](#) (as developed by NHS Protect)
- [Petty Cash Procedure](#)

5 Admission

On admission, staff members are to advise patients that any monies or valuables (including debit/credit cards) held whilst on a Trust site must be kept to a minimum. Wherever possible, monies and valuables not required should be presented by the patient to a relative or representative at the time of admission for safekeeping.

Where a patient declines to deposit monies or valuables for safekeeping with the Trust, the patient must be informed that doing so involves a higher risk of loss or damage. A Patient Disclaimer Notice must be signed by the patient ([Appendix 4 - Patient Disclaimer Notice](#)); a copy of the signed Patient Disclaimer Notice is to be offered to the patient for personal retention. The ward/unit copy of the Patient Disclaimer Notice is to be retained in a Ward Patient Disclaimer file.



A disclaimer notice must be displayed in all community/outpatient public areas/wards and inpatient units publicising the Trust cannot be held liable for loss of monies or valuables unless deposited for safe keeping, or unless it can be proved the loss of damage was due to the negligence of an employee of the Trust.

5.1 Patient Mental Capacity

For patients who, upon admission are unable to be responsible for their own affairs, monies and valuables shall be reviewed in the presence of two staff members. Any monies and valuables are to be clearly named and held in a secure storage until the patient has recovered sufficiently to make an informed decision. Patient capability to be responsible for own affairs to be reviewed two, five then ten days post admission date.



Under the Mental Capacity Act 2005 (MCA 2005) healthcare professionals are permitted to make decisions on behalf of patients who lack capacity.

5.2 Notice of Hospital Admissions – all sites (BR409)

A Notice of Hospital Admissions (BR409 form) ([Appendix 5 - Notice of Hospital Admissions \(BR409 Form\)](#)) must be completed for each new in-patient admission in receipt of benefits from the DWP. Once completed and signed by both a staff member and the patient, the BR409 form must be sent to Patients' Bank, Roseberry Park Hospital (RPH) for review and forwarding to the applicable DWP office/local authority.

This ensures a change of address for a patient is registered with the DWP and minimises any delay in the receipt of payments from the DWP/local authority.



There is no obligation for the Trust to notify the DWP/a local authority in relation to a patient's circumstance. However, if a patient lacks capacity and has no representative, and the patient is in receipt of benefits, it is Trust policy to inform the DWP/local authority.

If a patient refuses to give consent to the completion of a BR409 form, it is the duty of ward/unit staff to explain to the patient the consequences of failure to inform the DWP of in-patient admission. Failure to consent will result in the patient being in breach of the terms and conditions of receiving payments from the DWP and may result in:

- An overpayment requiring to be repaid at a later date
- Reduction in any future payments of any type if unable to repay an overpayment

If a patient continues to refuse consent to the completion of a BR409 form, complete the form and enter the date in the signature box. Retain the BR409 form in a Ward Patient file.



A BR409 form must contain a patient name, national insurance number, type of benefit, hospital reference number, admission date and patient signature.

If a patient prefers for payments from the DWP to be paid into the Trust bank account, the patient must complete a DP Gen 06-12 Direct Payment Into an Account form ([Appendix 6 - DP Gen 06-12 Direct Payment Into An Account](#)). Part 1 and part 4 are the only sections of the form to be completed by the patient or ward/unit staff. Once completed, the form is to be forwarded to the Patients Bank (RPH).

5.3 Monies and valuables – ward safekeeping

Upon receipt of patient monies and/or valuables to be held on behalf of a patient for safekeeping on a ward/unit the following process must be followed:

- All monies and valuables to be held by the Trust for safekeeping are to be counted/reviewed in the presence of the patient or representative, where possible. Where not possible, another staff member is to be present
- A Ward Safe Patients' Monies and Valuables Book ([Appendix 7 - Ward Safe Patients' Monies and Valuables Book](#)) is to be completed for the monies and valuables deposited on admission for safekeeping; signatures of the patient or representative and staff member are to be obtained
- The Ward Safe Patients' Monies and Valuables Book is to be used during the period of admission for any monies and/or valuables received and/or returned to the patient; signatures of the patient or representative and staff member are to be obtained
- For valuables:

- Metal items - the terms gold, silver, diamond etc... must not be referenced in describing valuables due to risk to the Trust of false representation; the terms yellow metal, white metal, red stone etc... must be referenced
- Cheque books etc... - the serial numbers must be included on the Ward Safe Patients' Monies and Valuables Book
- Debit/credit cards - the last 4 digits of the card number and the expiry date must be included on the Ward Safe Patients' Monies and Valuables Book
- If a patient or representative is unable to sign the Ward Safe Patients' Monies and Valuables Book, the senior ward/unit nurse and another staff member, as witness, must sign the Ward Safe Patients' Monies and Valuables Book.



A maximum of £1000.00 per patient can be retained securely on the ward; any excess amounts are to be held at a Cashier (LRH/WPH)/Patients' Bank (RPH). All monies must be overseen by two members of staff.



It is not permitted for monies or valuables to be left unsecured on a ward/unit.

Monies and valuables deposited in a ward safe must be reconciled with the Ward Safe Patients' Monies and Valuables Book every two weeks by two staff members and evidence of the reconciliation available for audit purposes ([Appendix 8 - Ward Patient Monies and Valuables Audit](#)).

5.3.1 Ward transfer

Where a patient transfers between a ward/unit and monies and/or valuables are held on behalf of a patient for safekeeping on a ward/unit, a Patient's Monies and Valuables Transfer Book ([Appendix 9 - Patient's Monies and Valuables Transfer Book](#)) must be completed by a staff member and:

- Front sheet (white) – retained by receiving ward
- Second sheet (yellow) – given to the patient or representative for retention
- Third sheet (pink) – retained by original ward (reference Patient's Monies and Valuables Transfer Book serial number in the Ward Safe Patients' Monies and Valuables Book).

5.4 Monies and valuables – Cashier (LRH/WPH/Patients' Bank (RPH)) safekeeping

Where monies and/or valuables are to be held by the Trust for safekeeping at Cashier (LRH/WPH)/Patients' Bank (RPH), a Patient's Monies and Valuables Transfer Book is to be completed by a staff member.

The Patient's Monies and Valuables Transfer Book comprises a front sheet and two carbonated copy sheets to be completed. The Patient's Monies and Valuables Transfer Book with all three sheets is to be submitted to Cashier (LRH/WPH)/Patients' Bank (RPH). Once reviewed and authorised by Cashier (LRH/WPH)/Patients' Bank (RPH):

- Front sheet (white) – retained by Cashier (LRH/WPH)/Patients' Bank (RPH) with the monies/valuables
- Second sheet (yellow) – given to the patient or representative for retention
- Third sheet (pink) – retained in the Patient's Monies and Valuables Transfer Book to be held on the ward/unit (reference Patient's Monies and Valuables Transfer Book serial number in the Ward Safe Patients' Monies and Valuables Book).

Any spoiled sheets in the Patient's Monies and Valuables Transfer Book are to be marked 'Cancelled' and all three sheets retained in the Patient's Monies and Valuables Transfer Book.



For monies held on behalf of a patient at Cashier (LRH/WPH), Patients' Bank (RPH) are to be notified by Cashier (LRH/WPH), to update patient records.

Please refer to [Section 6.5](#) if a ward/unit has no access to Cashier (LRH/WPH)/Patients' Bank (RPH).

5.4.1 Patient Cash Withdrawal Book

For monies held at Patients' Bank (RPH) for safekeeping, a patient is present with a Patient Cash Withdrawal Book.

An assessment form must be completed by a Band 5+ staff member to ascertain if a patient has the capacity to manage monies with or without supervision. If supervision is required, a 'U' is placed on the cheque book and ward/unit staff are required to countersign the transaction at all times.

Please refer to [Section 6](#) for the withdrawals process.

5.4.2 Ward transfer

Where a patient transfers between a ward/unit and monies and/or valuables are held at a Cashier (LRH/WPH)/Patients' Bank (RPH) for safekeeping, a Patient Discharge and Transfer form ([Appendix 10 - Patient Discharge and Transfer Form](#)) must be completed by a staff member and submitted to Patients' Bank (RPH) to update internal records.

6 Monies and valuables withdrawals

From time to time a patient may wish to withdraw monies and/or valuables held by the Trust for safekeeping.

6.1 Monies - Patients' Bank (RPH)

Access to Patients' Bank (RPH) is between 09:00am – 12:00pm Monday to Friday and between 13:30 and 15:00 each Monday.

Monies and valuables held at Patients' Bank (RPH) can be withdrawn by use of individual Patient Monies Withdrawal Book (collection by a patient or staff member) or via Patient Monies Bulk Withdrawal Book (collection by a staff member) ([Appendix 11 - Patient Monies Bulk Withdrawal Book](#)).

Cash withdrawals are permitted, as follows:

Managed Own Funds	Assistance with Own Funds
Up to £40.00 - patient signature	Staff member signature for all transactions (Band 5+ >£100.00)
Between £41.00 and £100.00 - staff member name and signature	Staff member signature for all transactions (Band 5+ >£100.00)
>£100.00 - consultant/nurse in charge name and signature (Band 5+)	Staff member signature for all transactions (Band 5+ >£100.00)

For managed own funds and for withdrawals in excess of £40.00, a member of staff must accompany a patient when collecting monies.

Bulk cash withdrawals are facilitated by a staff member completing a Patient Monies Bulk Withdrawal Book. The Patient Monies Bulk Withdrawal Book comprises a front sheet and one carbonated copy sheet to be completed and:

- Front sheet (white) - Patients' Bank (RPH)
- Second sheet (pink) – retained on the ward/unit once signed by each patient

The Patient Monies Bulk Withdrawal Book form must contain two staff member names and signatures, the requestor and the authoriser; the authoriser must be a Band 5+. A staff member presents the Patient Monies Bulk Withdrawal Book form to Patients' Bank (RPH), obtains the requested monies and signs the Patient Monies Bulk Withdrawal Book. The front sheet is retained by Patients' Bank (RPH).

The carbonated copy sheet is retained by the ward/unit. Each patient must sign the carbonated copy sheet on receipt of monies as acknowledgement of receipt of monies.



A Band 5+ approver must have an AS number; a monetary approval limit is not required. Requests for monies will be declined if a Band 5+ approver does not have an AS number.

6.2 Monies - Cashier (LRH/WPH)

Cash withdrawals are facilitated by a staff member completing a Patient Monies Bulk Withdrawal Book ([Appendix 11 - Patient Monies Bulk Withdrawal Book](#)). The Patient Monies Bulk Withdrawal Book comprises a front sheet and one carbonated copy sheet to be completed. The Patient Monies Bulk Withdrawal Book with both sheets is to be submitted to Cashier (LRH/WPH). Once reviewed and authorised by Cashier (LRH/WPH):

- Front sheet (white) - retained to Cashier (LRH/WPH)
- Second sheet (pink) – retained on the ward/unit once signed by each patient

The Patient Monies Bulk Withdrawal Book form must contain two staff member names and signatures, the requestor and the authoriser; the authoriser must be a Band 5+. A staff member presents the Patient Monies Bulk Withdrawal Book form to Cashier (LRH/WPH), obtains the requested monies and signs the Patient Monies Bulk Withdrawal Book. The front sheet is retained by Cashier (LRH/WPH).

The carbonated copy sheet is retained by the ward/unit. Each patient must sign the carbonated copy sheet on receipt of monies as acknowledgement of receipt of monies.



A Band 5+ approver must have an AS number; a monetary approval limit is not required. Requests for monies will be declined if a Band 5+ approver does not have an AS number.



A copy of the Patient Monies Bulk Withdrawal sheet must be forwarded to Patients' Bank (RPH) by Cashier (LRH/WPH) to update patient records.

6.3 Valuables

On request by a patient to withdraw valuables held by the Trust for safekeeping at Patients' Bank (RPH), a Patient Finance - Property Return Statement is generated by Patients' Bank (RPH). The statement is to be signed by Patients' Bank (RPH) and the member of staff collecting the valuables.

6.4 Petty Cash

On occasion a patient may lack capacity and/or temporarily has no monies available. Ward/unit staff may utilise petty cash to acquire incidental purchase i.e. toiletries. The petty cash is then to be reimbursed from patient monies, once available.

6.5 No Access to Cashier

Where a ward/unit does not have access to Cashier and a patient has deposited monies into a Trust bank account, a patient can access monies as follows:

- Petty cash – ward/unit staff need to confirm a patient balance is available with Patients' Bank/Cashier; if funds are available petty cash is utilised; the patient must sign a petty cash receipt. Petty cash is reimbursed via a reimbursement to the petty cash float, as per the petty cash procedure

7 Patient payment request

From time to time a patient may wish to utilise monies held by the Trust for safekeeping, for example to transfer money, settle personal expenses or make donations.



A patient is to complete a Patient Payment Request (BACS) Form to be verified by a clinical lead, consultant, staff nurse or ward manager, Band 5+ with AS number.

The Patient Payment Request (BACS) ([Appendix 12 - Patient Payment Request \(BACS\)](#)) is to be sent by email to tevw.patientsbank@nhs.net for payment to be processed on behalf of the patient, where sufficient monies are available.

8 Authorisation of cash expenditure on behalf of patients

Proposals to utilise monies to make purchases on behalf of a patient are to be discussed between the ward/unit manager and the patient, carer(s) and where applicable, clinical team members. Such discussions are to be documented in the patient's care plan.

It is a requirement of the authorisation process for managers of a ward/unit to be satisfied the items to be purchased meet the patient's needs and will be of direct benefit to the patient. Prior to making purchase, the ward/unit manager must ensure that the patient has sufficient monies held by the Trust for safekeeping to facilitate the purchases. Items purchased under a pooled arrangement with other patients are not permitted.

The cash advance provided to a staff member must be recorded and signed for by the staff member on a Ward Safe Patient Monies and Valuables Book.

Cash withdrawal authorisation levels for expenditure are as follows:

- Up to £50.00 per week or £10.00 per day - ward/unit manager
- Up to £200.00 per patient - service manager
- Up to £500.00 per patient - locality manager
- >£500.00 per patient - director

All purchases must be recorded on a Record of Spending form. Receipts must be obtained and attached to the Record of Spending form and retained in the patient's file.

Any excess monies must be returned to the Trust for safekeeping on behalf of the patient and recorded in the Ward Safe Patient Monies and Valuables Book. The ward/unit manager must ensure the items purchased are recorded on the Ward Safe Patient Monies and Valuables Book if considered a high value item ([Section 5.3](#)).

9 Patient Discharge

Monies and/or valuables held by the Trust for safekeeping must be returned to a patient on discharge. The Patient Cash Account and Patient Valuables Account must be signed by the patient or a representative and duly witnessed by a staff member.

For monies and valuables deposited at Cashier (LRH/WPH)/Patients' Bank (RPH), the ward/unit staff are required to submit a Patient Discharge and Transfer Form to Cashier (LRH/WPH)/Patients' Bank (RPH) with **a minimum of 48 hours' notice prior to the patient discharge**.



It is recommended the maximum amount of cash returned to a patient on discharge is £100.00; any remaining monies are to be paid by BACS/cheque.

Monies and/or valuables held for safekeeping at Cashier (LRH/WPH)/Patients' Bank (RPH) will only be returned to a patient if accompanied by a staff member.

For monies, a withdrawal receipt will be issued to be signed by the patient and the Cashier (LRH/WPH)/Patients' Bank (RPH) and countersigned by the accompanying staff member.

For valuables held by the Trust for safekeeping at Patients' Bank (RPH), a Patient Finance - Property Return Statement is generated by Patients' Bank (RPH).

If a patient is unable to collect monies and valuables from Cashier (LRH/WPH)/Patients' Bank (RPH), a staff member is permitted to collect on behalf of a patient.

Monies and valuables returned to a ward/unit must be entered onto the Ward Safe Patient Monies and Valuables Book as returned from Cashier (LRH/WPH)/Patients' Bank (RPH) and retained on the ward/unit until returned to the patient ([Section 5.3](#) and [Section 5.4](#)).

For Trust sites with no Cashier, a Patient Discharge and Transfer Form must be completed and sent to the Patients' Bank (RPH) to permit the monies to be returned by BACS/cheque and collection or recorded delivery of valuables to the patient, **with a minimum of 48 hours' notice prior to the patient discharge.**



Patients' Bank (RPH) will also require a discharge date for a discharge sick note to be sent to the applicable DWP office/local authority.

9.1 Non-collection/delivery of Valuables

For any valuables not collected or recorded delivered on discharge, Cashier (LRH/WPH)/Patients' Bank (RPH) or the ward/unit manager (dependent on where the valuables are stored) must send a letter within 7 days of discharge to the individual advising of the need to personally collect the valuables.

If after 14 days there has been no contact from the individual, a second letter must be sent stating if collection is not made within 7 days the items will be disposed of. Cashier (LRH/WPH)/Patients' Bank (RPH) or ward/unit manager must contact the Financial Control Department, tevv.receivables@nhs.net to arrange the secure transfer of valuable items to the Financial Control Department to be held for a period of 6 years, a period considered reasonable in accordance with the Limitation Act 1949.

Other property not listed as valuable and left by a patient and not claimed within 3 months can be assumed to be abandoned and may be disposed of by the Financial Control Department ([Appendix 13 – Standard Letters Monies and Valuables Not Collected on Discharge](#)).

Any other property not considered valuable and not deposited with the Cashier (LRH/WPH)/Patients' Bank (RPH) i.e., clothing, left on discharge will be retained by the ward/unit. A letter is to be sent by the ward/unit to the individual advising of left items and requesting collection in person. Items not collected within 3 months can be assumed to be abandoned and may be disposed of by the ward/unit.

Items of other property not considered valuable include:

- Clothing
- Spectacles
- Hearing aids
- Photographs
- Personal papers not included categorised as high valuable
- Razors

Records and copies of all relevant documentation for audit purposes must be retained for any disposed items.

10 Deceased Patient

In the event of a patient's death, monies and valuables not deposited for safekeeping are subsequently categorised as deposited for safekeeping and [Section 5.3](#) and [Section 5.4](#) apply.

All monies and valuables must be deposited at Cashier (LRH/WPH)/Patients' Bank (RPH) or credited into the Trust bank account at the nearest Barclays Bank PLC subsequent to completion of the Ward Safe Patients' Monies and Valuables Book.

The Cashier (LRH/WPH)/Patients' Bank (RPH) or ward/unit manager must notify the Financial Control Department for the attention of the Director of Finance, in writing, giving details of monies and/or valuables and provide next of kin details by completing a Memorandum of Deceased Patient ([Appendix 14 – Memorandum of Deceased Patient](#)).

Clothing and other personal items, as listed below, may be released to a relative on receipt of a signature and the relationship documented. Items must not be released to persons under 18 years of age as legal discharge cannot be given by persons under 18 years of age:

- Clothing
- Spectacles
- Hearing aids
- Photographs
- Personal papers not included categorised as high valuable
- Razors

The Ward Safe Patients' Monies and Valuables Book must be updated for transfer to the Financial Control department or the release of valuables to a relative. The Patient Monies and Valuables Transfer Book must be completed to record the release of items.

For monies and valuables transferred to the Financial Control department, the Financial Control Department will contact the next of kin, as stated on the Memorandum of Deceased Patient/admission notes, requesting completion of the following:

- A form of enquiry (to confirm next of kin)
- A form of indemnity

Once completed, signed and witnessed copies of the above forms are retained in the Financial Control Department and monies and valuables released to the next of kin.

Rings, earrings or any other valuables which cannot be removed from the deceased shall be listed separately in the Patient Monies and Valuables Transfer Book, with the top copy to remain with the deceased patient and the second copy remaining in the Patient Monies and Valuables Transfer Book.

A signature must be obtained on the two copies remaining in the Patient Monies and Valuables Transfer Book from the person collecting the deceased patient, this usually being an undertaker.

The Director of Finance only shall dispose of the assets of a deceased patient in accordance with the law relating to the disposal of estates of deceased persons.

11 Controlled Stationery Requests

Requests for additional supplies of controlled stationery by email to tewv.receivables@nhs.net, as follows:

- Ward Safe Patient Monies and Valuables Book containing sequentially numbered sheets for recording monies and/or valuables held by the Trust for safekeeping
- Patient's Monies and Valuables Transfer Book containing sequentially numbered sheets for recording monies and/or valuables transferred to Cashier (LRH/WPH)/Patients' Bank (RPH) or between a ward/unit
- Patient Monies Bulk Withdrawal Book are sequential numbered sheets used by a ward/unit to access patients' monies from Cashier (LRH/WPH)/Patients' Bank (RPH) on behalf of patients

Requests for additional supplies of controlled stationery by email to tewv.patientsbank@nhs.net, as follows:

- Patient Cash Withdrawal Book for monies held at Patients' Bank (RPH) for safekeeping

Please ensure any requests for controlled stationery are submitted in a timely manner to ensure continuity.

12 Definitions

Term	Definition
Controlled stationery	<ul style="list-style-type: none"> Sequentially numbered stationary available from tevv.receivables@nhs.net,
DWP	<ul style="list-style-type: none"> Department for Work and Pensions
Patient Monies Bulk Withdrawal Book	<ul style="list-style-type: none"> Book containing sequentially numbered sheets for the withdrawal of patients' monies and/or valuables held for safekeeping by the Trust
Patient Discharge and Transfer Form	<ul style="list-style-type: none"> To be used on discharge of a patient or transfer between ward/unit to inform Cashier (LRH/WPH)/Patients' Bank (RPH)
Patient's Monies and Valuables Transfer Book	<ul style="list-style-type: none"> Record the transfer of monies and/or valuables held for safekeeping by the Trust to Cashier (LRH/WPH)/Patients' Bank (RPH) or between ward/unit
Patient Payment Request (BACS) Form	<ul style="list-style-type: none"> A request form to make a payment on behalf of a patient from monies held by the Trust for safekeeping
Petty cash	<ul style="list-style-type: none"> Monies held on a ward/unit to facilitate low monetary value purchases
Ward Safe Patient Monies and Valuables Book	<ul style="list-style-type: none"> Book containing sequentially numbered sheets for the recoding of the deposits and withdrawals of patient monies and/or valuables held for safekeeping by the Trust

13 How this procedure will be implemented

- This procedure is to be published on the Trust Intranet
- Line managers to disseminate this procedure to all Trust employees through a line management briefing, ensuring adherence

13.1 Training needs analysis

Staff/Professional Group	Type of Training	Duration	Frequency of Training
Ward/unit staff	Awareness of procedure	As required	Annual
Patients' Bank/Cashiers	Awareness of procedure	As required	Annual

Finance	Awareness of procedure	As required	Annual
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14 How the implementation of this procedure will be monitored

Number	Auditable Standard/Key Performance Indicators	Frequency/Method/Person Responsible	Where results and any Associate Action Plan will be reported to, implemented and monitored; (this will usually be via the relevant Governance Group).
1	Monies deposited in a safe must be reconciled with the Patient Cash Accounts weekly by two staff members and evidence of the reconciliation available for audit purposes	Frequency = weekly Method = reconciliation of monies deposited in a safe to Patient Cash Account Responsible = two staff members	Audit committee

15 References

This procedure draws on guidance from NHS Protect (see [Appendix 3 - Managing Patients' Monies and Valuables Flowchart](#)).

16 Document control (external)

To be recorded on the policy register by Policy Coordinator

Required information type	Information
Date of approval	10 April 2024
Next review date	09 April 2027

This document replaces	Guidance for Handling of Patients' Monies and Valuables v3.2
This document was approved by	Senior finance meeting (virtual)
This document was approved	10 April 2024
This document was ratified by	n/a
This document was ratified	n/a
An equality analysis was completed on this policy on	10 April 2024
Document type	Public
FOI Clause (Private documents only)	N/a

Change record

Version	Date	Amendment details	Status
4	10 Apr 2024	Full review with changes subsequent to a Quality Improvement Event, December 2022 including update to current template and amendment to patient forms (primarily option to move from two forms to single form, simplified ward audit template and removal of carbon yellow sheet in patients' cash withdrawal books) and procedure wording (reordering content to make easier to follow, requirement for AS number for band 5+, and permitting patients to have £100 in a ward/unit safe).	Published

Appendix 1 - Equality Impact Assessment Screening Form

Please note: The [Equality Impact Assessment Policy](#) and [Equality Impact Assessment Guidance](#) can be found on the policy pages of the intranet

Section 1	Scope
Name of service area/directorate/department	Operations and Finance
Title	Guidance for Handling of Patients' Monies and Valuables
Type	Procedure
Geographical area covered	Trust wide
Aims and objectives	<p>These are to ensure the Trust and staff:-</p> <ul style="list-style-type: none"> • Provide a safe and secure environment as specified in the regulations which underpin the quality standards overseen by the Care Quality Commissions • Take all reasonable measures to ensure patient's cash and valuables are secure, whether deposited or not
Start date of Equality Analysis Screening	22 March 2024
End date of Equality Analysis Screening	22 March 2024

Section 2	Impacts
<p>Who does the Policy, Procedure, Service, Function, Strategy, Code of practice, Guidance, Project or Business plan benefit?</p>	<p>Patients, families, carers, staff and external agencies</p>
<p>Will the Policy, Procedure, Service, Function, Strategy, Code of practice, Guidance, Project or Business plan impact negatively on any of the protected characteristic groups? Are there any Human Rights implications?</p>	<ul style="list-style-type: none"> • Race (including Gypsy and Traveller) - no • Disability (includes physical, learning, mental health, sensory and medical disabilities) - no • Sex (Men and women) - no • Gender reassignment (Transgender and gender identity) - no • Sexual Orientation (Lesbian, Gay, Bisexual, Heterosexual, Pansexual and Asexual etc.) - no • Age (includes, young people, older people – people of all ages) - no • Religion or Belief (includes faith groups, atheism and philosophical beliefs) - no • Pregnancy and Maternity (includes pregnancy, women / people who are breastfeeding, women / people accessing perinatal services, women / people on maternity leave) - no • Marriage and Civil Partnership (includes opposite and same sex couples who are married or civil partners) - no • Armed Forces (includes serving armed forces personnel, reservists, veterans and their families) - no • Human Rights Implications (Human Rights - easy read) – no
<p>Describe any negative impacts / Human Rights Implications</p>	<p>N/a</p>
<p>Describe any positive impacts / Human Rights Implications</p>	<p>Supports all patients regardless of protected characteristics to ensure patient's cash and valuables are secure, whether deposited or not</p>

Section 3	Research and involvement
What sources of information have you considered? (e.g. legislation, codes of practice, best practice, nice guidelines, CQC reports or feedback etc.)	NHS Protect guidance
Have you engaged or consulted with service users, carers, staff and other stakeholders including people from the protected groups?	Yes
If you answered Yes above, describe the engagement and involvement that has taken place	Previous versions have had consultation, this review has been completed including the results of a Quality Improvement event
If you answered No above, describe future plans that you may have to engage and involve people from different groups	N/a

Section 4	Training needs
As part of this equality impact assessment have any training needs/service needs been identified?	No
Describe any training needs for Trust staff	N/a
Describe any training needs for patients	N/a
Describe any training needs for contractors or other outside agencies	N/a

Check the information you have provided and ensure additional evidence can be provided if asked.

Appendix 2 – Approval checklist

Title of document being reviewed:	Yes / No / Not applicable	Comments
1. Title		
Is the title clear and unambiguous?	Y	
Is it clear whether the document is a guideline, policy, protocol or standard?	Y	
2. Rationale		
Are reasons for development of the document stated?	Y	
3. Development Process		
Are people involved in the development identified?	Y	
Has relevant expertise has been sought/used?	Y	
Is there evidence of consultation with stakeholders and users?	Y	
Have any related documents or documents that are impacted by this change been identified and updated?	Y	
4. Content		
Is the objective of the document clear?	Y	
Is the target population clear and unambiguous?	Y	
Are the intended outcomes described?	Y	
Are the statements clear and unambiguous?	Y	
5. Evidence Base		
Is the type of evidence to support the document identified explicitly?	Y	
Are key references cited?	Y	NHS Protect guidance
Are supporting documents referenced?	Y	

6. Training		
Have training needs been considered?	Y	
Are training needs included in the document?	Y	
7. Implementation and monitoring		
Does the document identify how it will be implemented and monitored?	Y	
8. Equality analysis		
Has an equality analysis been completed for the document?	Y	
Have Equality and Diversity reviewed and approved the equality analysis?	Y	
9. Approval		
Does the document identify which committee/group will approve it?	Y	
10. Publication		
Has the policy been reviewed for harm?	Yes	No harm
Does the document identify whether it is private or public?	Yes	Public
If private, does the document identify which clause of the Freedom of Information Act 2000 applies?	N/a	
11. Accessibility (See intranet accessibility page for more information)		
Have you run the Microsoft Word Accessibility Checker? (Under the review tab, 'check accessibility'. You must remove all errors)	Yes	
Do all pictures and tables have meaningful alternative text?	Yes	
Do all hyperlinks have a meaningful description? (do not use something generic like 'click here')	Yes	

Appendix 3 – Managing Patients’ Monies and Valuables Flowchart

PATIENT ADMISSION

Identify if A patient want to deposit monies or valuables for safekeeping and inform of the risks of not doing so

Retained by patient



Patient to sign a Patient Disclaimer Notice and offered a copy;
copy retained in patient file on ward

Held by the Trust for safekeeping



Monies and valuables to be counted/reviewed in the presence of the patient/representative; if patient/representative is not present then another staff member



Monies and valuables deposit recorded in the Ward Safe Patients’ Monies and Valuables Book

MONIES AND VALUABLES HELD FOR SAFEKEEPNG BY THE TRUST

Retained in ward/unit safe



Monies and valuables to be placed in envelope and labelled with the patient name

Monies and valuables recorded in the Ward Safe Patients’ Monies and Valuables Book

Maximum of £100 per patient to be held in a ward/unit safe

Cashier/Patients’ Bank



Complete a Patient’s Monies and Valuables Transfer Book:

- * Front sheet (white) – retained by Cashier/Patients’ Bank (RPH) with the monies/valuables
- * Second sheet (yellow) – given to the patient or representative for retention
- * Third sheet (pink) – retained in the Patient’s Monies and Valuables Transfer Book to be held on the

Transfer between ward/unit



Monies and valuables withdrawal recorded in the Ward Safe Patients’ Monies and Valuables Book



Complete a Patient’s Monies and Valuables Transfer Book:

- * Front sheet (white) – retained by receiving ward
- * Second sheet (yellow) – given to the patient or representative for retention
- * Third sheet (pink) – retained by original ward



Ward/unit to complete a Patient Discharge and Transfer form must be completed by a staff member and submitted to a Cashier/Patients’ Bank

PATIENTS' MONIES AND VALUABLES - WITHDRAWALS

Monies and valuables held in ward/unit safe



Ward/unit to complete the Ward Safe Patients' Monies and Valuables Book

All withdrawals to be handled by two staff members

Monies and valuables held at Cashier (LRH/WPH/Patients' Bank (RPH))

Individual patient withdrawals

Ward withdrawals



Patient/staff member to complete a Patient Cash Withdrawal Book



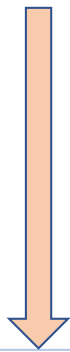
Ward/unit to complete a Patient Monies Bulk Withdrawal Book (authorised by Band5+ with AS number staff member)



Up to £40:
Patient can collect in person (requires patient signature)



Between £41 - £100:
Patient accompanied by a staff member (requires staff member name and signature)

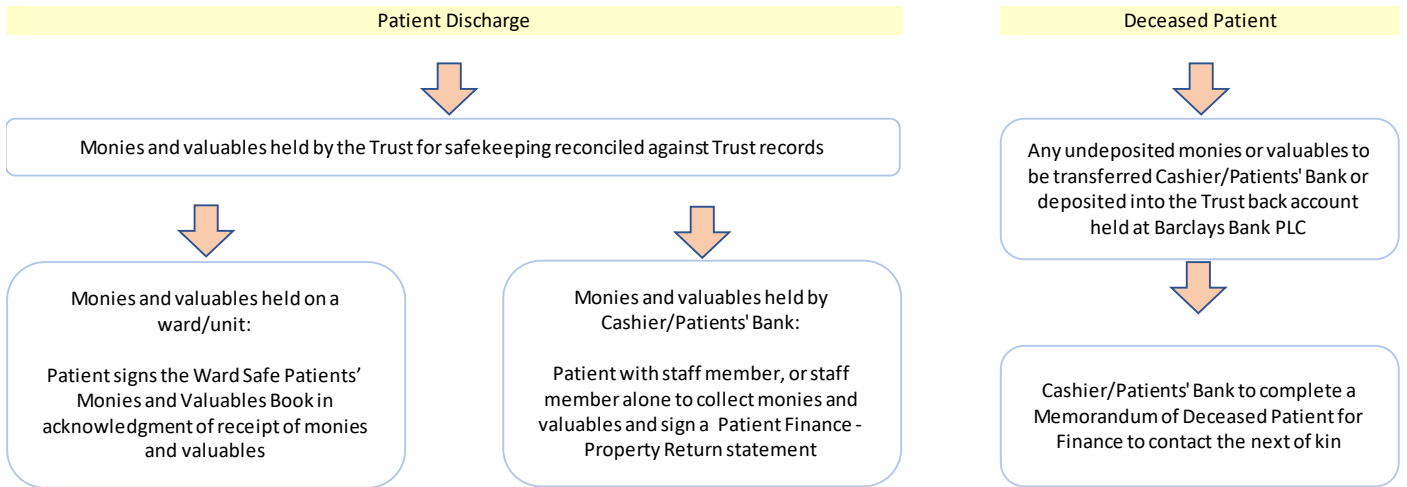


More than £100:
Patient accompanied by a staff member (authorised by Band5+ with AS number staff member)

Monies and valuables held off-site



Ward/unit to utilise petty cash



FOR ANY MONIES AND VALUABLES NOT COLLECTED, THE PATIENT IS TO BE CONTACTED IN WRITNG 24 HOURS SUBSEQUENT TO DISCHARGE

Appendix 4 – Patient Disclaimer Notice

Tees, Esk and Wear Valleys NHS Foundation Trust

Disclaimer of Liability Notice

Please note that the Tees, Esk and Wear Valleys NHS Foundation Trust accepts no responsibility for the loss of or damage to personal property of any kind, including money, in whatever way the loss or damage may occur unless an official receipt is obtained from the Ward Sister/Charge Nurse for property which has been handed in for safe custody.

Patient Disclaimer Notice

You are advised to arrange for relatives to look after any valuable items and high amounts of cash. Only items and cash that are essential for your immediate needs should be brought into the hospital. If this is not possible, you are advised to hand over these items to Ward staff to be kept in safe custody. You will be given a receipt for these.

You are responsible for valuables (including cash) not handed over for safe custody. The Trust accepts no responsibility for the loss of, or damage to, personal property of any kind, in whatever way the loss or damage may occur, unless deposited for safe custody.

I have been advised to restrict to a minimum the amount of valuables including cash brought into hospital and to hand to ward staff as soon as possible any items I wish to be kept in safe custody for which a receipt will be given to me. If I am to store cash / valuables within my bedroom, I have been advised that I should only store that which I require on a daily basis and a maximum of £100.00 in cash.

I acknowledge that I am responsible for my property (including cash / valuables) not handed over for safe custody and that the Tees Esk and Wear Valleys NHS Foundation Trust accepts no responsibility for the loss of, or damage to, personal property of any kind, in whatever way the loss or damage may occur, unless handed over for safe custody.

I have been advised that if I am on leave, I am responsible for any valuables I take with me or bring back upon my return to the ward. I have been advised that if I have or wish to purchase any high value goods to be used by me during my stay in hospital, that if I do not hand them in for safe keeping, I am responsible for them.

Signature of Patient	
Print name	
Signature of staff witness	

Print name	
Designation	
Date	Admission date

Please complete this section: If the patient lacks capacity and in the patient’s best interests, valuables / property or cash has been removed for safe keeping or if the patient has refused to sign the disclaimer.

Please tick the appropriate box.

The patient has been deemed to lack capacity. In the best interest of the patient items of value have been removed and placed in safe keeping.

The patient does not wish to hand over any valuables or cash for safe keeping and has refused to sign the disclaimer.

Staff Signature:..... Witness Signature:.....

Designation: Designation:.....

Date:

Appendix 5 – Notice of Hospital Admission (BR409 Form)

<p style="text-align: right;">BR409 04/13</p> <hr/> <p>Notice of hospital admission</p> <p>■ About the patient</p> <p>Please use BLOCK CAPITALS</p> <p>Surname <input type="text" value="Mr/Mrs/Miss/Ms"/></p> <p>Other names <input type="text"/></p> <p>National Insurance (NI) number <input type="text" value="Letters"/> <input type="text" value="Numbers"/> <input type="text" value="Letter"/></p> <p>Date of birth <input type="text" value="/"/> <input type="text" value="/"/></p> <p>Address <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> Postcode</p> <p>Please tick to tell us which benefits or entitlements the patient is getting.</p> <table border="0"><tr><td>State Pension <input type="checkbox"/></td><td>Employment and Support Allowance <input type="checkbox"/></td></tr><tr><td>Widow's Benefits <input type="checkbox"/></td><td>Income Support <input type="checkbox"/></td></tr><tr><td>Bereavement Benefits <input type="checkbox"/></td><td>Jobseeker's Allowance <input type="checkbox"/></td></tr><tr><td>Disability Living Allowance <input type="checkbox"/></td><td>Pension Credit <input type="checkbox"/></td></tr><tr><td>Personal Independence Payment <input type="checkbox"/></td><td>Attendance Allowance <input type="checkbox"/></td></tr><tr><td>Incapacity Benefit <input type="checkbox"/></td><td></td></tr><tr><td>Other - please say what <input type="checkbox"/></td><td><input type="text"/></td></tr></table> <p>Who is the patient's next of kin? If someone is dealing with the patient's affairs, please tell us their details.</p> <p>Their full name <input type="text" value="Mr/Mrs/Miss/Ms"/></p> <p>Their address <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> Postcode</p> <p style="text-align: right;">Please turn over ▶</p>	State Pension <input type="checkbox"/>	Employment and Support Allowance <input type="checkbox"/>	Widow's Benefits <input type="checkbox"/>	Income Support <input type="checkbox"/>	Bereavement Benefits <input type="checkbox"/>	Jobseeker's Allowance <input type="checkbox"/>	Disability Living Allowance <input type="checkbox"/>	Pension Credit <input type="checkbox"/>	Personal Independence Payment <input type="checkbox"/>	Attendance Allowance <input type="checkbox"/>	Incapacity Benefit <input type="checkbox"/>		Other - please say what <input type="checkbox"/>	<input type="text"/>	<p>Notice of hospital admission <small>continued</small></p> <hr/> <p>■ About the admission</p> <p>Name of hospital <input type="text"/></p> <p>Hospital reference number <input type="text"/></p> <p>Date of admission <input type="text" value="/"/> <input type="text" value="/"/></p> <p>Is the patient occupying an amenity bed and incurring a charge under Section 63 of the NHS Act 1977? No <input type="checkbox"/> Yes <input type="checkbox"/></p> <p>Was the patient transferred from ● another hospital No <input type="checkbox"/> ● a care home, or Yes <input type="checkbox"/> ● a prison? <input type="checkbox"/> Where from? <input type="text"/></p> <p>When were they admitted to this other place? <input type="text" value="/"/> <input type="text" value="/"/></p> <p>■ Consent</p> <p>I authorise the hospital to release the information on this form to the Department for Work and Pensions or the Department for Children, Schools and Families.</p> <p>I understand that the information will only be used to work out how much benefit or entitlement I can get.</p> <p>Patient's signature <input type="text"/></p> <p>Date <input type="text" value="/"/> <input type="text" value="/"/></p> <p>HA staff signature <input type="text"/></p> <p>Name in BLOCK CAPITALS <input type="text"/></p> <p>Hospital stamp <input type="text"/></p> <p style="text-align: right; font-size: small;">BR409_042013_006_001</p>
State Pension <input type="checkbox"/>	Employment and Support Allowance <input type="checkbox"/>														
Widow's Benefits <input type="checkbox"/>	Income Support <input type="checkbox"/>														
Bereavement Benefits <input type="checkbox"/>	Jobseeker's Allowance <input type="checkbox"/>														
Disability Living Allowance <input type="checkbox"/>	Pension Credit <input type="checkbox"/>														
Personal Independence Payment <input type="checkbox"/>	Attendance Allowance <input type="checkbox"/>														
Incapacity Benefit <input type="checkbox"/>															
Other - please say what <input type="checkbox"/>	<input type="text"/>														

Appendix 6 – DP GEN 06-12 Direct Payment Into an Account

DP Gen 06/12

Direct payment into an account

About payment into an account

Part 1 – Customer's details

Surname

Other names

Address

 Postcode

National Insurance (NI) number

You may get other benefits and entitlements we do not pay into an account. If you want us to pay them into the account in Part 3, please tick this box.

Only complete Part 2 if you are acting on the customer's behalf. Otherwise, go to Part 3.

Part 2 – Appointee or representative's details

Your surname

Your other names

Appendix 7 – Ward Safe Patient Monies and Valuables Book

Ward Safe Patients' Monies and Valuables Book

Ward: Serial no pre-printed

Patient name:

Patient NHS number:

Power of attorney in place***: Y / N

Cash/Description of Valuables	Additional info i.e. serial number/last 4 card digits card etc... Do not refer to metals, use colours i.e. white metal, yellow metal, red stone etc....	Date	In	Out	Patient's Monies and Valuables Transfer Book Serial Number (transfer out internally)	Cash Balance	Patient Signature **	Staff Signature	Witness Signature
						E			
						E			
						E			
						E			
						E			
						E			
						E			
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						E			

Patient discharge - I hereby acknowledge receipt of the above item(s) from the ward safe:

Patient/relative:

Witness (Cashier/Patients' Bank/Ward):

Date:

** Patient signature:
If patient is unable to sign, please enter NC in the patient signature box and ensure a witness signature is obtained.
If patient declines to sign, please enter D in the patient signature box and ensure a witness signature is obtained.

*** If a power of attorney is in place, please request receipts for all purchases made with cash withdrawals.

Appendix 8 – Ward Patient Monies and Valuables Audit

Ward Safe Patients' Monies and Valuables Audit

Ward:	NHS Number:			NHS Number:			NHS Number:			NHS Number:			NHS Number:			NHS Number:			NHS Number:		
	Y	N	N/a	Y	N	N/a	Y	N	N/a	Y	N	N/a	Y	N	N/a	Y	N	N/a	Y	N	N/a
Disclaimer Statement																					
A Patient Disclaimer Statement has been completed and signed by all parties, as applicable																					
Ward Safe Patients' Monies and Valuables Book (Book)																					
The Book has been completed correctly and in full, clearly labelled with ward, patient's name and NHS Number																					
The Book includes correct descriptions for each item i.e. yellow, white metal, red stone																					
The Book is maintained for receipts and withdrawals on a continuous basis during the patient stay																					
The Book has the correct signatures in acknowledgment of monies and valuable deposited and withdrawn																					
Unspent/returned money correctly recorded in the Ward Safe Patients' Monies and Valuables Book																					
Patient Cash Bulk Withdrawal Book (Book)																					
The Book has the correct signatures in acknowledgment of money withdrawals																					

The Trust Disclaimer notice is clearly displayed on the Ward/Unit: Y N

Audit Completed By:

Signature:

Designation:

Date:

Appendix 9 - Patient's Monies and Valuables Transfer Book

Patient's Monies and Valuables Transfer Book
(To be located at ward end under name either Patient's or Mail)

Admission date: **Serial No: (pre-printed)**
From: **To:**
Patient name: **Patient NHS number:**
Patient discharge V & B **Date of discharge:**

Part A - Cash:
Part B - Valuables:

Description of Valuables	Additional info i.e. serial number/facet & used digital card etc.... Do not refer to metals, nor colours i.e. white metal, yellow metal, etc

The Ward has received the above items detailed in Part A and B:

Received by:
Witness (ward manager):
Date:

The Cashier/Patient's Bank has received the above items detailed in Part A and B:

Cashier:
Date:
Description (for cash):

Patient discharge - I hereby acknowledge receipt of the above items detailed in Part A and B:

Patient:
Witness (cashier/nurse):
Date:

Appendix 10 – Patient Discharge and Transfer Form



Tees, Esk and Wear Valleys
NHS Foundation Trust

Patient Discharge and Transfer Form

Discharge: Transfer:

Patient name:	
Patient NHS number:	
Ward:	
Site:	
Date of discharge/transfer:	
Discharge/transfer to:	

Description	Y/N
Have ward safe/patient bank monies/valuables been returned to the patient prior to discharge/transfer?	
If no, please provide details of where to send patient monies/valuables:	

I hereby confirm the completion of the Patient Discharge and Transfer form, original to be submitted to Patients' bank (RPH) and copy to be filed with patient records:

Ward staff member:

Signature:

Position:

Date:

Appendix 11 – Patient Monies Bulk Withdrawal Book

Patient Monies Bulk Withdrawal Book

Ward Ref.	Patient NHS Number	Patient Name	Amount	Reason	Received By (Signature)	Received By (Name)
			£			
			£			
			£			
			£			
			£			
			£			
			£			
			£			
			£			
			£			
			£			
			£			
			£			
			£			
			£			
			£			
			£			
			£			
			£			
			£			
			£			
			£			

Requested by:

No. of envelopes:

Authorised by:

Date:

(Name and Signature)

Cashier signature:

Staff collection name and signature:

(Name and signature)

Appendix 12 – Patient Payment Request (BACS) Form



Tees, Esk and Wear Valleys
NHS Foundation Trust

Patient Payment Request (BACS) Form

Patient Name:		Ward:	
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Please pay the following BACS payment from monies held at Patients' Bank (RPH) on my behalf for safekeeping:

Bank name:	
Bank account number (to):	
Bank sort code (to):	
Bank account name:	
Reference to be quoted:	
Amount:	£
Preferred payment date:	

Disclaimer:
I acknowledge I am responsible for the bank details provided and that Tees, Esk and Wear Valleys NHS Foundation Trust accepts no responsibility for any incorrect details provided.

Patient Name:		Ward staff name:	
Patient signature:		Ward staff signature:	
Date:		Position:	
(Clinical lead, consultant, staff nurse or ward manager to provide approval for payment)		Date:	

Patients' Bank

Patient balance held:	£
Patients' Bank name:	
Patients' Bank signature:	
Date:	

Appendix 13 – Standard Letters Monies and Valuables Not Collected on Discharge

Patients' Bank
Roseberry Park Hospital
Marton Road
Middlesbrough
TS4 3AF

01642 838103

Date.....

Dear [insert name i.e. Mr Jones]

Please find enclosed a cheque in the sum of £ representing the balance of monies held on your behalf by the Trust at the time and date of discharge from [insert ward and site location].

The following items are currently held by the Trust on your behalf:

- List item
- List item
- List item

Please can you arrange for the above item(s) to be collected from [insert location] within 14 days of the date of this letter, Monday to Friday between 13:00 and 16:00.

Yours faithfully

On behalf of Patients' Bank

Patients' Bank
Roseberry Park Hospital
Marton Road
Middlesbrough
TS4 3AF

Dear [insert name i.e. Mr Jones]

RE: UNCLAIMED PROPERTY

I refer to a letter of [insert date] in respect of property held by the Trust on your behalf at the time and date of discharge from [insert ward and site location].

Please can you arrange for the following items to be collected with 7 days of the date of this letter or the items will be disposed of:

- List item [note if valuable]
- List item [note if valuable]
- List item [note if valuable]

Any valuable items will be transferred to the Financial Control Department, Flatts Lane Centre, Flatts Lane, Normanby, Middlesbrough TS6 0SZ to be held for a period of 6 years in accordance with the Limitation Act 1949. Subsequent to 6 years the item(s) will be disposed of.

Yours faithfully

On behalf of Patients' Bank

Appendix 14 – Memorandum of Deceased Patient

MEMORANDUM OF DECEASED PATIENT	
To: Director of Finance, Financial Control Department, Flatts Lane Centre	
Patient name:	
Medical records no.:	
Ward/unit:	
Hospital:	
Date of death:	
Home Address:	

NET OF KIN	
Name:	
Relationship to patient:	
Address:	
Telephone no.:	
Monies held – monetary value:	£
Monies held – in words:	
Property held:	
Nurse manager signature:	
Date:	