

Food and Fluid Refusal

Safeguarding

Version Control Sheet

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Version History

Version	Date	Summary of changes
V1	23 rd December 2019	Initial draft
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Change Control

Any requested changes to this document should be emailed to:

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1. Purpose and Aim

This policy has been developed to provide information and detail practice requirements regarding the management of Service Users who are accommodated with Serco who are refusing food and fluids. The purpose of this advice is to:

- Provide a clear process to follow when a Service User is refusing food and fluids;
- Outline the reporting requirements;
- Reduce the level of uncertainty and stress for staff in managing service users who are refusing food and fluids.

2. Summary

This includes partial or total rejection of foods and/or fluids. Fluid refusal for more than 24 hours becomes a medical emergency whereas food refusal only may be tolerated for some weeks.

If the SU is able to take in and retain the information material to the decision, especially the likely consequences of not eating or drinking then there is no further action a medical professional can take although we should record and submit an incident on AORA.

If they do not have the capacity to make the decision then Serco should refer to medical professionals for guidance and to assume care of the individual.

Serco should encourage a patient to accept oral fluids and ensure that there is a supply of liquids is available to the SU.

3. Process



If someone is concerned about a SU's welfare they should tell the Safeguarding Manager, Housing Officer and Field Operations Manager. For further guidance around Safeguarding please see the Safeguarding Policy.

4. What information to record

We need to record:

- Name
- NASS/Port Ref
- Address
- Details of the food and fluid refusal, including the length of time they have not eaten or drank for (if known)
- Details of referrals already made
- Details of any contacts for other stakeholders involved.

5. Contact Details

The following people must always be made aware:

- Housing Officer of the property
- Field Operations Manager
- Safeguarding Team –
- Home Office -
- Home Office Safeguarding Hub
 - NW –
 - MEE –

In the appendix you will find regional agencies that you can sign post or refer Service Users to.

6. Confidentiality

Information should only be shared with people who need to know. This includes the above contacts and any relevant external stakeholders i.e. social services. If there is a request for information regarding a case that they have not previously been in contact about or we have not referred to them you must advise that they contact.

Refer to

7. Appendix

Local Authority	Contact
Birmingham	
Blackburn with Darwen	
Bolton	
Bury	
Cheshire East	
Cheshire West	
Coventry	
Derby	
Dudley	
Halton	
Knowsley	
Lancashire County Council	
Leicester	
Liverpool	
Manchester	
Norfolk	
Nottingham	
Oldham	
Peterborough	
Rochdale	

Salford	
Sandwell	
Sefton	
St Helens	
Stockport	
Stoke	
Suffolk	
Tameside	
Trafford	
Walsall	
Warrington	
West Brom	
Wigan	
Wirral	
Wolverhampton	