



Revitalise Policy Statement: Safekeeping of Guest Monies and Valuables

Introduction

Revitalise always seeks to provide high quality short breaks and holidays for all our guests, that successfully combine a unique hospitality service with personalised care and support.

As a hotel environment, it is usual that guests will bring cash and debit/credit cards to purchase bar drinks or to pay for organised excursions or trips and visits to local facilities that they may make independently.

Revitalise centres have a high volume of guests and operate as a hotel environment rather than a long stay care home setting. As such, it is not usual or appropriate for the centre to hold or manage cash or cards on behalf of a guest unless the disabled guest is assessed as **not** having the mental capacity to manage their own financial affairs or to make financial decisions.

Principles

This policy statement sets out the principles for the safekeeping of guest monies:

- Revitalise accept guest payments for expenditure incurred during the guest's stay by **both card and cash**
- Guests are expected to be responsible for the security of their own monies during their stay
- The arrangement to hold a guest's money is an **exception** to our service offer and **must be agreed and documented as part of care planning arrangements**
- All guests are provided with a key to their bedroom to secure personal belongings and cash and valuables can be secured in a lockable cabinet
- Revitalise deploys **signage** of the need for guests to secure their belongings and valuables
- Revitalise cannot accept responsibility for loss of monies, personal items, equipment or valuables belonging to the guest
- Revitalise will only be responsible for the safekeeping of guest monies where the guest **does not have mental capacity** to manage their own money
- Where guests **cannot physically** use a key to secure their room or lockable cabinet, Revitalise will offer to hold cash or debit/credit card in safekeeping
- Revitalise will **not** keep a record of guest **card PIN numbers** or operate these on behalf of guests
- Where we are holding guest cash on their behalf, we will maintain a record of transactions in line with our financial procedures
- Any alleged incident of theft of guest monies or valuables will be reported to the police.
- Where the guest reports an alleged theft, and has care and support needs, a referral will be made to the Local Authority Adult Safeguarding team in agreement with the guest or their representative

Procedure

- The requirement for Revitalise to hold cash or valuables for a guest must be determined and recorded within the pre-assessment process
- The requirement to hold cash or valuables on behalf of the guest must be recorded in the care plan
- Guests will be reminded of the need to keep their own belongings secure as part of information provided during the welcome session on their day of arrival
- Any incidents of alleged loss or theft must be reported to the Duty Manager immediately to support the guest and to ensure that the necessary reports can be made in a timely manner

Revitalise

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