



## Exclusions and Cessation of Service Policy

Deafblind Scotland vision – “A society in which deafblind people have the permanent support and recognition necessary to be equal citizens”

### What do we mean by Exclusions and Cessation of Service?

By Exclusions and Cessation of Service we mean circumstances or scenarios in which Deafblind Scotland may remove support to a deafblind service-user.

### Policy Statement

Deafblind Scotland exists to support deafblind people in any way it can to become equal citizens. By deafblindness is meant: *“When there is a combination of severe visual and auditory loss resulting in problems with communication, information and mobility”*. Thus the group we seek to support are, typically, dual sensory impaired.

However, there are a few notable exceptions where Deafblind Scotland may support individuals who are not deafblind, viz:

- When Deafblind Scotland is asked by a Local Authority or Funder to provide temporary support to a deaf individual or a blind individual, DBS may agree to do so.
- Where the spouse or partner of a deafblind service-user has a single sensory impairment, and where the support is viewed as a package to them as a couple
- Where the spouse or partner of a deafblind service-user has another disability and Deafblind Scotland is commissioned support to both as a couple

### Exclusions/Cessation of Service

Deafblind Scotland would consider its position as a Support Provider in the following circumstances:

- Where funding is withdrawn for the Guide/Communicator Service to an individual and cost cannot be covered
- Persistent threatening or aggressive behaviour from the service-user
- Other, inappropriate behaviour, which may be offensive to the Guide/Communicator and/or others
- Threatening or aggressive behaviour from the service-user’s family or neighbours
- Substance abuse
- Conduct which could be likely to bring Deafblind Scotland into disrepute
- Persistent smoking in presence of Deafblind Scotland employee(s)
- Persistently ignoring Service-user guidelines and values contained within the Service-User Information Pack
- Where a Risk Assessment has concluded that continued service provision may jeopardise the safety and well-being of the Guide/Communicator and/or Service User



- Where complaints have been made about the behaviour of a Service User and subsequent findings uphold these complaints

Where any of the above are indicated, this decision will be explained to the Service-user and/or advocate, whereupon if the situation persists, the service can be withdrawn. Deafblind Scotland will report this decision to relevant stakeholders (family, Social Work, or advocates)

Deafblind Scotland will seek to inform relevant agencies (including service funder) when a potential Exclusion or Cessation of Service situation is developing when this is possible and relevant. However, in some circumstances, Deafblind Scotland can withdraw the provision of services where an incident, or circumstance, has occurred that is of such a serious nature that the continued provision of service is untenable (even when there has been no previous incidents).