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Adults' Health and Care

Provider newsletter

21 January 2026

Social Care Blog - A New Year message of thanks and hope for adult social care

Happy New Year! I hope every adult social care colleague, carer and those accessing care and support had a lovely Christmas and welcomed in 2026 with rest, reflection and renewed energy.

Read the [rest of the blog](#) and find [more from Adults Social Care](#)

Financial record keeping for individuals in receipt of care and support

It is vital that all providers of care services are aware that if they manage individuals' finances or day to day money, they are required to keep a clear, transparent and available record of this activity. This is required irrelevant of who the individuals care is funded by.

It is the responsibility of the provider to ensure these records are kept and kept up to date.

Some contractual arrangements may require specific returns to be made to the contracting authority or commissioners, the format for which should be agreed between the relevant parties.

Best Practice would suggest:

- **Separate Accounts:** Any client/service user money held by a provider should be kept in a separate account from the main

business account and not be considered part of the home's/providers assets. The records must be itemised to show separate deposits and withdrawals for each individual.

- **Transparency and Documentation:** Staff must record the amount and purpose of any financial transactions undertaken on behalf of a client/service user. The record should be signed and dated by staff and, if possible, checked by the service user or their representative.

Providers should refer to the CQC website for specific duties and responsibilities, but we would suggest particular note is taken of

- **Regulation 17: Good Governance:** This regulation requires providers to maintain accurate, complete, and detailed records securely. This includes records related to the management of service users' money.

Reminder: Invitation to Participate in Research on Hospital Admissions and Discharge

Hampshire Care Association are inviting you to help inform and shape a county wide programme aimed at reducing hospital admissions and improving discharge across Hampshire.

You can [complete the survey](#), the closing date is 23 January.

They want to hear directly from providers about the challenges that contribute to admissions and discharge issues, as well as any ideas or solutions you may have. As key partners in the 'system', your insights are valuable and this is a real opportunity to influence change. All information you provide will be confidential and shared anonymously with health and social care leaders to inform future improvements.

At this stage, providers are being invited to complete a questionnaire. Following this, interested providers may also be invited to participate in a focus group to discuss broader themes. Details will be confirmed early in the New Year, with sessions planned for mid to late February. If you are interested, please share your details with via the questionnaire.

The survey findings will be shared with the Health and Social Care Partnership Board, which will provide updates on any changes implemented as a result of your feedback.

[COMPLETE THE SURVEY](#)

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