

E-learning to identify lasting power of attorney documents

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Analysis of the February 2015 OPG post- LPA registration survey identified a high incidence of power of attorney/deputyships being used by customers within banks and building societies.

This research also identified that staff in banks were not always able to recognise what a valid LPA, EPA and court order looked like and were not therefore providing customers with successful banking transactions for those customers who lacked capacity. The e-learning has been developed in partnership with end users within banks to ensure the product covers the training requirements of banking staff. It includes the recognition of registration stamps, which had been identified as the greatest priority and to be the focus of e-learning.

Project results/evaluation

Evaluation will begin once banks and building societies have started to use the product. OPG will lead on qualitative and quantitative analysis. Will gather user statistics from each bank and monitor against complaints received and future post registration survey results. It is anticipated that post LPA-registration surveys should show a positive correlation between uptake of e-learning in a bank and satisfaction rating. We would expect complaints to decrease with banks who have adopted e-learning

Project area classification

Hospital care		Emergency care	
GP care		Dementia	
Social care		Learning disability	
Voluntary sector		Other mental health	
Financial services		Palliative care	
Police		Advance planning, LPAs	
Legal		Commissioning	
Community health care		Training	
Nursing and care home		For professionals?	
Acute care		For public and service users?	
Chronic care			