
HOME SECURITY & FAILED VISIT POLICY

1. Policy Statement

- 1.1 The MOONSTONE CARE believes that home care and support workers should ensure the security and safety of service users and their homes at all times when providing personal care. MOONSTONE CARE adheres fully to *regulations 12 — Security of the Home of the Health and Social Care act 2008 for Domiciliary Care Agencies*, published in accordance with the **Care Standards Act 2000** that relates to the degree to which service users are protected and are safe and secure in their home.

2. Aim

- 2.1 The aim of the organisation is to ensure that service users are protected and are safe and secure in their home.

3. Policy

- 3.1 Care and support workers should ensure the security and safety of the home and the service user at all times when providing personal care.

- 3.2 During the initial assessment, when care is planned, the security of the home should be discussed and an agreement reached about how the home care worker will affect entrance to the service user's home — this should be entered in the Service User Plan.

- 3.3 Home care staff should:

- (a) Always carry their identification badge and show it to the service user on entry
- (b) Always encourage service users to adopt safe home security practices wherever possible, including using door safety chains, even when they know that the care worker will be at the door and requesting identification.

3.4 Security

Care workers may be one of the few visitors the service user receives, so it is important that all tasks are completed before the care worker leaves.

When leaving the home care workers must check that the service user is comfortable and that everything necessary is within easy reach.

Staff should never:

- (a) Agree to leave a key outside a house, in a safe place or on string by the letterbox
- (b) Attempt to effect forced entry to the home.

Care workers will ensure that potential sources of danger are not accessible, particularly if the service user is confused. Appliances no longer needed will be turned off, unnecessary medication put away, and furniture will be arranged so as not likely to cause a fall.

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Care workers should make sure that the home is secure. If leaving during the day, care workers will check that your service user knows which windows are open (if any) and that they or someone else will be able to close them at the end of the day. It may be necessary to leave some lights on if the service user is not readily mobile and there will be no further visits to them before dark.

Care workers may be required to visit service users in the evening, usually to make sure they are ready to get into bed. During such a visit care workers may have to prepare a light snack or a warm drink.

Care workers will;

- Make sure that electric blankets are safe and switched off if necessary.
- When the service user is in bed all electrical appliances, such as television sets, electric fires, lamps etc. must be made safe, unplug them if required.
- Ensure that any coal fires, paraffin stoves, or other forms of heating are out, or made safe.
- That doors and windows are made secure.
- Make sure there is some ventilation in the bedroom.

Service users may require

- A drink, tablets, torch, lamp or telephone to be within easy reach of their bedside.
- Check to make sure that the telephone is working and is not off the hook.
- If a commode is used make sure that it is clean, ready for use, and easily accessible with a roll of toilet paper at hand.
- Any pets should be made comfortable for the night, and
Service users should be discouraged from smoking in bed.

3.5 If it is decided that the care worker should hold a copy of the service user's key then the permission of the service user or their relatives should be made in writing and a suitable entry made to the Service User Plan. Key holding should never be embarked upon without the express permission of the care worker's line manager or supervisor or without an entry being made to the Service User Plan.

3.6 Staff who hold keys for service users should:

- (a) Label the key with a code, never with the name and address of the service user in case the key gets lost
- (b) Be very careful that they keep the key in a safe place at all times
- (c) Inform their line manager immediately in cases of the loss or theft of keys.

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4. Entering a Service User's Home — Protocol

- 4.1 When entering a service user's home, care staff should:
- (a) Knock or ring the doorbell or call out before entry, even if they hold a key and can let them in
 - (b) Always show their identification badge on entry
 - (c) Offer to check that windows and doors are secure before leaving premises
 - (d) Always check that the door is secure as they leave.

5. Identity Card Policy

- 5.1 Consortium Member Agencies will issue identity cards for all care and support staff entering the home of service users. The cards should:
- (a) Display a photograph of the member of staff
 - (b) Display the name of the person and employing organisation in large print
 - (c) Display the contact number of the organisation
 - (d) Display a date of issue and an expiry date which should not exceed 36 months from the date of issue
 - (e) Be available in large print for people with visual disabilities
 - (f) Be laminated
 - (g) Be renewed and replaced within at least 36 months from the date of issue
 - (h) Be returned to the organisation when employment ceases.

6. Emergency Procedure

- 6.1 The following procedure should be followed in cases where the care worker attends premises but cannot get in or receive an answer from the service user. The care worker should:
- (a) Check in their diary that they have the right day/time/address
 - (b) Knock several times and try to raise the service user by calling through the letterbox
 - (c) If there is still no answer then the care worker should try phoning the service user or their relatives or get the agency office to call the service user or their relatives

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- (d) If the problem is not resolved by phone then the situation should be reported to the care worker's line manager or supervisor who will continue to attempt to contact the service user and/or their relatives
- (e) If there is cause for concern as to the service user's well being then the care worker should report this to the agency office, their Care Manager will log the time that the no reply was reported. If after 1 hour the service user has not been found, it will be reported to the Social Services Dept. Upon authorisation from the social services the police should be contacted, either by the office or by the care worker themselves
- (f) On no account should the care worker attempt to effect forced entry to the home; in the case of an emergency, the care worker should always contact the police or an ambulance and wait for them.
- (g) A list of all "No Replies" will be faxed to social service Dept at the end of each working day that will include name of service user, action taken and outcome.

7. Training

- 7.1 MOONSTONE CARE Manager is responsible for organising and co-ordinating training of staff. All Care Staff should read this policy and be trained in home security procedures. Security training should be included in the induction training for all new staff and in house training sessions on security should be conducted at least annually and all relevant staff should attend.