

Service Users' Home Security Policy

CM36

Date Written	
Author(s)	
Version	
Date Signed Off	
Reviewed by	

Date: []

Review Data

Initial Production

Name	Role/Department	RACI	Date

R = Responsible for writing the policy; **A** = Accountable; **C** = Consulted; **I** = Informed

Change History

Version	Date	Details of Change	Author

Emergency Contact Details

Name	Email	Mobile

CQC Fundamental Standards

Regulation Number	Regulation Details
Regulation 17: Good governance	Providers must have effective governance, including assurance and auditing systems or processes which must assess, monitor and mitigate any risks relating the health, safety and welfare of people using services and others.

Key Lines of Enquiry

KLOE	How this applies to CCTV
Well-Led	Careville Ltd is committed to ensuring the security and safety of the home and the Service user at all times when providing care, this is underlined throughout this policy which relates to the security of the service user's home.

Related Documents

This policy should be read in conjunction with our:

- HR05 - Disciplinary and Grievance Policy

Policy Statement



Policy Aims

Service users receiving care at home are more likely to be living alone, and may well have some form of disability or impairment which makes them feel vulnerable and unsafe.

This is particularly true where Service users lack mobility, and dealing with an actual, or a suspected security issue (e.g. an unlocked door, or open window) can present major problems and anguish. In recognition of this, Careville Ltd committed to ensuring the security and safety of the home and the Service user at all times when providing care.

Guidance

Entering the Premises

Prior to entering the premises of a Service user, **care workers must knock, speak through the door and wait to be given entry**, unless the care worker has been provided with keys, or access codes, and prior permission to enter. (Where entering with keys is the standard and routine procedure then this will be entered on the Service User's Personal Care Plan). **Entry without permission is only acceptable in a clear emergency** or where there are concerns regarding the safety of the Service user.

Where the Service user is deaf, or otherwise incapable of indicating their willingness to, and acceptance of, the care worker's entry, then some other approach must be agreed and adopted at the time the service begins.

Key Holding

Where keys are kept by Careville Ltd, then **records will be kept of all key holders**, and we will ensure that keys are coded in such a manner that ensures that only Careville Ltd can link the keys to a Service user. Coding "systems" are to be kept separately from the keys. All keys are kept securely by the care worker, never attached to case notes or files, and return to the relevant service locked "key cabinet" when not in use.

Keys are never to be left, for example "in the flower pot" next to the front door, or similarly obvious hiding places, and must not be given to any person for "safekeeping" (or any other purpose) unless authorised by a Careville Ltd Manager.

If staff are absent from work, for example on holiday, Managers will need to agree allocation of keys to another member of staff.

Action to be taken in case of loss or theft of keys:

The first priority is the safety and security of the Service user and in all cases, we will confirm that this safe/secure situation exists immediately it is believed that keys may have been lost or stolen. Once this situation has been confirmed the situation will be discussed with the Service user and alternative security arrangements agreed, and put in place.



Key Question: What happens if the home requires an entry code?

Entry codes are in effect keys; as such the security of code has the same priority as security of keys and we will ensure that entry codes for Service user premises (especially those providing direct entry into the Service user's home) are not written down in such a manner that the information may be linked to a Service user and/or a Service user's address. Generally speaking, Service user access codes may be changed, and Careville Ltd staff will seek to discuss this possibility with the Service user if it is believed that security has been compromised in some way, or a new care worker has taken over looking after the Service user. Managers would always have to agree this process.

Key Safe: The key safe policy:

- Confidential.
- Number recorded by Careville Ltd and stored confidentially.
- Key safe numbers are not divulged to anyone apart from the allocated carer for the visit.

The Procedure

- Carers have instructions on the last page of their rotas "please contact the relevant office for the key safe number".

- Carers have company mobiles and we keep a list of their numbers.
- When the carer calls, we ask them to identify themselves, name and surname, check the telephone number against the telephone list to confirm their identity.
- Carers may not record the key safe numbers on their rotas in case they lose their notes.
- If there is any problem with the key safe not working correctly, we would call the appropriate person responsible for repairing them.

Alternative arrangements for entering the home

Alternative arrangements for entering the home will be discussed with the Service user in the event that the preferred and the agreed method fails.

This may include, for example, the disclosure by the Service user of the identity of any other individuals (e.g. carers not living in, neighbours, friends, etc.) who may be contacted in such circumstances.



Key Question: What should I do if I'm unable to gain entry?

In such situations the care worker is advised to remain calm and not jump to conclusions. There may be a number of different reasons for this situation occurring, and a process of elimination of the obvious reasons will eventually determine whether a more serious situation exists. The thought/action processes to be adopted by the care worker will, to a degree, reflect the agreed method of entry, but:

- If the care worker has been provided with keys, and they have been disabled, for example, from the inside, then this indicates, almost conclusively, that someone is in.
- If the care worker is unable to gain the attention of the Service user, and suspects that something may be wrong, then the care worker is advised to contact the Area Manager immediately for guidance.

The Area Manager will then instruct the carer as follows:

Immediately report it to the Duty Manager and seek instructions on what to do: Such instructions are:

- Look around the building.
- Look in letter box.
- Knock or bang at windows.
- Speak to neighbours.
- In the intervening period the manager should consult service user files and contact Next of Kin as designated.
- Set a time limit by which if access cannot be gained, to ring for assistance from emergency services. (Police)
- This time limit should not exceed 90 minutes. However, this may be reduced if medications/medical conditions deem it necessary.

In the event that the police are unwilling/unable to respond, then the Duty Director

is to be contacted for further instruction which may vary from additional contact with other co-operating service (e.g. Social Services emergency desk) to sending out emergency access team from Careville Ltd to gain access to the home. Follow up would include securing the home/ inform the family and paying for reparations.

Securing doors and windows

Care workers are provided with a list of security tasks which are to be checked/completed prior to departure from the Service user's home. The care worker will always check with the Service user if they have any requirements to leave windows open, for ventilation, if necessary.

Discovery of an accident to a Service user/other emergency situations:

In the event that a Service user is discovered, upon arrival of the care worker, to have had an accident, or an emergency situation arises, the care worker will assess the situation within their own level of competence. If the accident or emergency situation is judged serious, the care worker is instructed to call the emergency services. All events of this type are to be recorded in the Home care Record.

Identity Cards:

All employees of Careville Ltd are required to have identity cards with them when at work. These cards include:

- A photograph of the employee;
- The name of the employee and Careville Ltd service in large print;
- The appropriate contact telephone number of Careville Ltd;
- Date of issue and date of expiry of the card.

Employees are required to return their identity cards upon termination of their employment with Careville. In certain situations, for example where the Service user has special communication requirements, clear and agreed ways of identifying care staff from Careville Ltd will be incorporated into the Service User's Personal Care Plan.

Ensuring as far as is possible, the safety and welfare of Service users is a critical part of homecare and all care workers employed by Careville Ltd will undertake the following tasks, with the approval and understanding of the Service user, before leaving the home.

General safety issues:

- Ensure that all electrical appliances, not in use, are switched off;

- At night time, and if the Service user is in bed, make sure that all heating equipment is either switched off completely, (especially paraffin heaters, coal fires, gas fires etc.) or regulated to suit the Service user;
- If the Service user is using an electric blanket, either turn it off (with the Service user's permission) or regulate to a suitable temperature;
- Leave a designated light on, if the Service user requires this;
- Arrange and tidy furniture etc. to avoid the possibility of falls.

Comfort:

- Ensure that any medication, (self-administered) is readily to hand;
- Confirm with the Service user that all immediate needs are met before departure – this may include drink/book/snack/torch, or sorting pets out;
- Try the telephone – is it working and within easy reach?
- If a commode is used, make it ready for use, with paper handy.

Security

- Last visit at night? - check doors/windows locked/shut;
- Lights left on if required.

The above is not exhaustive and members of staff should seek guidance from line managers as required.

Monitoring and Review

The Company Secretary will check this policy is working properly and they will review it at least once a year. We will make improvements to the policy wherever we can. We will also regularly check our procedures for avoiding bribery and corruption.

We are all responsible for the success of this policy and we must all disclose any suspected danger or wrongdoing.

Employees are invited to suggest any ways the policy can be improved.

This policy does not form part of any employee's contract of employment, and it may be amended at any time.



Key Points to Take Away

Careville Ltd committed to ensuring the security and safety of the home and the Service user at all times when providing care.

Service user, care workers must knock, speak through the door and wait to be given entry, unless the care worker has been provided with keys, or access codes, and prior permission to enter

Keys are never to be left, for example "in the flower pot" next to the front door, or similarly obvious hiding places, and must not be given to any person for safekeeping.

If you are unable to gain entry and suspect an incident has occurred Immediately report it to the Duty Manager and seek instructions on what to do. In an emergency dial emergency services.

Policy Review

A Director will review this policy at least once a year to make any updates needed.

Authorisation and Signature

This Policy is the authorised version agreed by the Directors of Careville Ltd. All employees are expected to follow this policy and failure to do so could result in disciplinary action.

Director's Signature

Director