

<b>Policy No: 03-3702</b>	<b>Authorised: Pellagia Margolis</b>	<b>Date: 15/01/2020</b>
<b>ENTERING &amp; LEAVING THE SERVICE USER'S HOME</b>		

This Policy defines the procedures to be followed for Care Staff to gain access to a service user's home, and for leaving it upon completion of the Care duties:

#### 1. GAINING ACCESS TO A SERVICE USER'S HOME:

- 1.1 On the approach to the service user's house, the Care Worker should remain vigilant for hazards that may constitute a risk to the service user as they enter or leave their home. Such hazards will include the following, and should be noted in the Care Records in addition to informing the service user / family / advocate:
- Overgrown or deteriorating pathways.
  - Slippery / mossy / crumbling steps.
  - Loose ridge tiles / guttering.
  - Poor door locks that may present a security risk.
- 1.2 Depending upon circumstances, the Care Worker may or may not have a key with which to gain access to a service user's home. The need for a key will have been previously resolved when the original Care Plan was developed for the service user. If the Care Worker has a key, then the Key-holding *Policy No 3700* will apply. When using the key it is advisable to ring the front door bell and speak out to identify himself / herself prior to entering to alert the service user of the Care Worker's arrival, and to avoid startling the service user.
- 1.3 If the Care Worker has no key, then access must be gained by using door-bells or knockers in the normal way. For security reasons, the service user should be discouraged from leaving door keys on string which can be accessed through the letter-box.
- 1.4 The Care Worker **MUST** carry his / her Identification Badge at all times to present to the service user when the door is opened; *Policy No 3701* refers.
- 1.5 If the Care Worker is unable to gain access, refer to *Policy No 3703*.

#### 2. LEAVING THE SERVICE USER'S HOME:

After completion of duties, the Care Worker must carry out the following when leaving the service user's home. This will assume that the service user is unable, either through physical or mental impairment, to safely undertake these tasks himself / herself:

- 2.1 Perform a final check to ensure that all gas and electric appliances are switched off or left in a safe state. Ensure there are no dishcloths etc hanging over gas hobs, and that any free-standing heaters are left in a safe position.
- 2.2 Ensure that all food used in the preparation of meals etc has been properly stored away, and that any snacks left for the service user to consume later are both covered and left in an easily accessible position.
- 2.3 Ensure that all exterior windows and outer doors are secured, unless the service user requests otherwise.
- 2.4 Remind the service user of the Care Worker's next visit.
- 2.5 Complete *Form No 3-709 (Leaving the Service User's Home - Checklist)* as appropriate to the visit.
- 2.6 Leave the house through the front door, ensuring that the door is firmly secured / locked. Where intruder alarms need to be set then time should be taken to ensure that they set properly.
- 2.7 Where is a Key Safe in use at the service user's premises, replace the door keys in the Safe, close it securely, and spin the combination lock to a random set of numbers to ensure additional service user security.

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**FORMS REFERENCES:**

Form No: 3-709 *Leaving the Service User's Home* - Checklist