# Entering and Leaving Customers Homes

## Introduction

My Support and Care Services Ltd support some of the most vulnerable people in our society, we have a responsibility to them to safeguard them from harm or abuse and ensure their homes are safe and secure. This document is aimed to provide all employees with the procedures to follow when entering and leaving a Customer’s home.

## Policy

All employees will enter and leave Customers homes taking due regard to the following points:

* Privacy, rights and choice
* The wishes of the Customer
* The health, safety and security of the Customer and their home
* The health, safety and security of themselves
* Customers support plans and risk assessments

Employees will be provided with:

* An identification card and expected to carry it upon their person when on duty. This will be produced before entering the Customer’s home.
* A shift plan at the beginning of each shift stipulating who they will be supporting and when.
* A company mobile phone in order to be contactable and to make contact.

Employees will adhere to related Policies and Procedures:

* Lone Working & Risk Assessments
* Health and Safety & Risk Assessments
* Accidents
* Emergencies and Crises

Customers will be:

* Provided with a list of agreed times of support
* Provided with contact details for My Support and Care Services Ltd
* Encouraged to ask to see identification
* Advised of health and safety around the home

**Procedures**

* Call the Customer prior to visiting to provide their support
* Use the entrance agreed with the Customer (if there is more than one)
* Knock at the door or ring the bell and speak out before entering the Customers home (remember to allow time for Customers to get to the door or intercom)
* Only enter the property after being invited to do so by the Customer
* Ensure the Customer and the property are safe and secure when leaving (ensuring doors are closed properly, ensuring the Customer has locked the door if necessary, ensure windows are closed etc.)

In circumstances where Customers are unable to participate in the above procedures employees will follow the policy ‘Safe Keeping of Keys’.

In the event of being unable to contact the Customer by telephone or gaining access to them following the above procedures employees will:

 **STAGE 1 –Action by the employee**

* If employees cannot establish contact they should check through windows, back of the house, letter box, etc. for any sight of the Customer
* If not visible, check with neighbours, as appropriate
* If visible but unable to respond call an ambulance
* Employee to contact their supervisor

**STAGE 2- Action by the care provider**

* If access is not achieved but an ambulance is called, then the police may need to be called to assist with gaining entry
* If access is not achieved the following checks should be considered as appropriate
1. Check with next of kin, other relatives, friends etc.
2. Check with local hospitals
3. Check with GP Practice
4. Check with Council’s Commissioning Manager or, if it is out of hours, with the Emergency duty team
* If contact is still not achieved, the care provider should then contact the police to report as a “missing person”.

**Note 1.** The speed of the reaction of these circumstances can have a critical effect upon a vulnerable person’s safety, therefore it is vital that the checks above are carried out speedily, and if a person is considered to be “missing” this must be reported to the police as quickly as possible, but in any event it should never be more than 30 mins after the carer has the first concern

**Note 2.** Notification to the customers Care Manager – any such incidents must be notified to the relevant local authority as soon as practically possible.

***Accidents, Emergencies and Crises***

In the event of entering a Customer’s home and discovering that they have had an accident or any other emergency employees will follow the policy and procedures ‘Emergencies and Crises’.

In the event that a Customer calls the ‘on-call’ service for support and states that they are unable to get to the door (due to illness or accident for example) employees will seek the Customer’s permission to enter the property following the policy ‘Safe keeping of Keys’ and in accordance to any written and signed agreement.