# Safe Keeping of Keys

## 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 that their homes are safe and secure. This document is aimed to provide all employees with information about the safe keeping of any keys held on behalf of the Customer.

## Policy

***Keys***

My Support and Care services Ltd will only hold a spare key on behalf of Customers if there is a written and signed agreement with the Customer. This key may be used in the event of:

* Gaining access to the property or Customer as stated below
* The Customer losing their key
* The Customer locking themselves out of their property
* Theft of keys

Keys will only be used to gain entry to a Customer’s property if it is stated in the written and signed agreement.

Occasions where entry may be gained using a held key may be:

* If the Customer is unable to hold the key themselves
* If it suspected that a Customer may have had an accident or come to harm
* If a Customer calls for support and is unable to get to the door

Any keys held on behalf of Customers will be kept in a lockable cupboard within the head office. Keys will be marked for identification with the Customer’s initials only.

*Under no circumstances shall employees hold keys to gain access to Customer’s homes or hold keys on Customer’s behalf.*

*Under no circumstances will an employee use a held key to access a Customer’s property without their permission, unless it is an emergency situation.*

All employees will adhere to the related Policies and Procedures:

* Entering and Leaving Customer’s Homes
* Emergencies and Crises
* Accidents

My Support and Care services Ltd will provide our Customer with advice and information around health, safety and security of their home.

**Procedures**

In the event of an employee needing to use a held key to gain entry to a Customer’s home, or a Customer needing to gain access to their home, the following procedures must be adhered to:

* Refer to any written and signed agreement
* Access the held key from head office
* Sign out the key on the provided record sheet
* Return the key and sign it back in on the provided record sheet

***Entry Codes***

In circumstances where it is necessary to use an entry code to access Customer’s properties a record of this code will be held with Customer’s permission, in a secure place within the head office, using only the Customer’s initials for identification.

Employees requiring this code to access the Customers property must respect the Customer’s rights to confidentiality and security, a record of this code must only be identifiable by the Customers initials and must never be given to anyone else (with the exception of the emergency services).

***Intercoms***

In circumstances where Customer’s properties are accessed using intercom system employees will ensure that the main access door is closed securely behind them. Employees will refrain from holding the door, or giving access to the property to anyone else (with the exception of emergency services).

***Loss of Keys***

In the unfortunate event of an employee losing a Customer’s key they will:

* Report the loss immediately to their line manager.
* Inform the Customer

My Support and Care services Ltd will:

* Cover the cost of a replacement key if the Customers wishes us to continue to hold a spare key
* Cover the cost of any changes to locks and subsequent keys if this is deemed necessary by the company.
* Offer the Customer complaints procedure

If a Customer loses the key to their property My Support & Care Services will encourage and support them to:

* Access their property following the above procedures
* Ascertain where they may have lost their keys and report any loss (i.e. shop they were last in)
* Purchase a replacement key
* Investigate and organise changes to locks if this is deemed necessary

***Theft of Keys***

If it is found that an employee has stolen a Customer’s key to gain access to their property this will be deemed as gross misconduct the employee will be subject to the following policies and procedures:

* Disciplinary Procedures
* Protection of Vulnerable Adults

**N.B** – for the purpose of this policy theft will be deemed as:

* Removal of Customer’s key from the customer.
* Removal of Customer’s key from head office without signing it out or informing their line manager

In the event of a Customer reporting that their key has been stolen we will encourage and support them to:

* Report the theft to the Police immediately
* Investigate and organise changes to locks if this is deemed necessary