## D06c

## Security of the home guidance for care workers

This document is provided to Carers Trust Crossroads West Wales(now referred to as ‘the organisation’) as a Network Partner of Carers Trust.

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**1.0 SCOPE**

1.1 This guidance for care workers aims to make sure people with care needs remain safe and secure while receiving a service in their own home. There is separate guidance for volunteers (D06d).

1.2 In this guidance:

* ‘person with care needs’ is an adult, child or young person receiving care support
* ‘service user’ includes the person with care needs **and** their parent or carer.

1.3 See also the lone working guidance for staff (F03c).

# 2.0 RISK ASSESSMENT

2.1 A care planner / assessor will assess each service user’s home you visit to identify significant hazards and risks[[1]](#footnote-2) to you or the person with care needs. They will:

* discuss identified hazards and necessary control measures with the service user/s concerned
* set up control measures needed to reduce the risk to an acceptable level
* give you details of how to keep the person with care needs and yourself safe
* document need-to-know information in risk assessment/care and support plan.

2.2 However, conditions in a service user’s home can change. If you notice anything you consider to be a hazard or have concerns about the safety or security of any home you work in (for example, front door left unlocked, inadequate outside lighting), inform your manager / person on call straight away.

# 3.0 ENTERING AND LEAVING THE HOME

3.1 The care planner / assessor will have discussed how you enter / leave any property you visit, and arrangements will be included in the person’s care and support plan.

3.2 Be aware of your surroundings when you enter and leave a service user’s home. There may be people watching to see what security measures are in place with a view to entering the property or committing a crime. If you think you are being watched, inform your manager / person on call and contact the police on 999 or 112 if you feel threatened in any way.

3.3 The care planner / assessor will not agree to any arrangements for entering or exiting a property that leave it open to crime. The following ways are **not** considered safe.

* Keys being left with neighbours.
* Doors left unlocked.
* Keys being left outside the home, for example under a mat.
* Attaching keys to a string behind the letterbox.

The list is not exhaustive.

3.4 The following ways **are** considered safe.

* Door entry code systems.
* Key safe boxes, making sure you scramble the code after taking the key out and again when putting it back.

3.5 If you have concerns about arrangements made, talk to your manager straight away.

3.6 If you are given entry codes or key safe combinations to a home, keep them secure and confidential. Never write down codes / combinations next to the address.

3.7 When you visit a service user’s home, make sure you respect their right to privacy.

* Always enter and leave the property as agreed in the care and support plan.
* Knock, ring the doorbell or call out before you enter, even if letting yourself in.
* Knock or call out before entering a private room.

3.8 When leaving the home:

* offer to check that windows and doors are secure
* check that the door you leave through is properly closed
* replace keys in the key safe box (if used) and remember to scramble the code.

3.9 Always check that the person with care needs is safe before you leave them.

* Wait until the carer returns / next staff member arrives if this is the agreement.
* Contact your line manager / person on call for advice if the carer or next staff member doesn’t arrive to take over from you.

3.10 Never leave the person with care needs on their own at the end of a visit unless you have been specifically told you can do so, and it is written in the care and support plan. In an emergency, contact your line manager / person on call for advice.

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# 4.0 SAFE KEEPING OF KEYS

4.1 Care planners / assessors will avoid you having to hold service users’ keys if possible and will first find out if other arrangements can be made (see 3.4 above).

4.2 If keys are stored in the organisation’s office, you will be asked to:

* collect and return them at the start and end of each visit
* sign for them on collection and return as directed by your line manager.

4.3 Where it is not practical for you to collect keys from the office, you may be asked to

keep them with you from visit to visit. However, you are not obliged to hold keys in this way and can say ‘no’ if you are not happy about it.

4.4 If you agree to carry a service user’s keys from visit to visit:

* always keep them safe and secure
* make sure they are only labelled with a code, not with traceable identification such as the address.

4.5 If keys are lost or stolen, report it to your line manager / person on call straight away.

4.6 If a service user asks you to take a key and it isn’t in the care and support plan, do not take the key and inform your manager / person on call who will sort the matter out.

4.7 Do not agree to get keys cut for a service user.

# 5.0 IDENTITY (ID) BADGES

5.1 You will be given a personal ID badge when you start working for the organisation.

* Always wear it when carrying out work activities-inspectors may ask to see it.
* Remove it when you are not working to reduce the risk of it being lost or stolen.
* Remove it when travelling to and from a service user’s home on public transport.

5.2 When you arrive at a service user’s home, introduce yourself and show them your ID.

5.3 If your badge is lost or stolen, let your manager/person on call know immediately.

5.4 You will be issued with a new ID badge every 3 years. If it becomes out of date, let your line manager know.

5.5 If you stop working for the organisation, you will be asked to hand in your ID badge.

5.6 Large print badges are available for use with people who have impaired vision.

5.7 If a service user has special communication needs, the care planner / assessor will arrange how the person identifies you when you visit and give you the details.

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# 6.0 VISITORS TO THE HOME

6.1 The care planner / assessor will talk to the person with care needs and / or their parent / carer about visitors to the home and what they want you to do if someone calls, (including unexpectedly), while you are there. Details will be in the care plan.

6.2 If a situation arises where you are not sure whether to invite a visitor into the house, contact your line manager / person on call straight away for advice.

6.3 You are not permitted to take unauthorised people (including children) or pets into service users’ homes.

# 7.0 UNABLE TO GAIN ACCESS TO A SERVICE USER’S HOME

7.1 If you are unable to enter a service user’s home on a scheduled visit, **DO NOT**:

* ignore it - it could indicate a serious situation needing speedy action
* try and force your way in.

**7.2 Emergency**

7.2.1 If there is an obvious emergency (for example evidence that a service user has collapsed or is unwell) ring 999 or 112 for emergency services, wait for them to arrive and let your line manager / person on call know what is happening.

**7.3 No obvious emergency**

* Check your diary to make sure you have the right day / time / address.
* Check whether the door is open (but do not enter the property uninvited).
* Knock loudly several times and call out the person’s name.
* Look through accessible windows or doors.
* Ask neighbours if they know anything.
* Inform your line manager / person on call.

7.3.1 Your manager / person on call will ring the person’s parent / carer and may contact their next-of-kin or relevant professionals.

7.3.2 From this point onwards, keep in contact with your manager / person on call and follow their instructions. Depending on the service user’s circumstances, and knowledge of their family, your manager will tell you what action to take.

7.3.3 Record what happened while it is fresh in your mind. Your manager may also ask you to complete an incident report form.

**7.4 Refused entry**

7.4.1 If you arrive at a scheduled visit and the service user refuses to let you in, contact your line manager / person on call for advice.

# 8.0 LEARNING AND DEVELOPMENT

8.1 You will find general learning and development requirements relevant to this document in the learning and development guidance (E13c).

# 9.0 ACCEPTANCE

9.1 You are required to sign to indicate that you have received, read and understood the content of this guidance as directed by your line manager.

9.2 If there is anything in the content that you do not understand or have questions about, let your line manager know. You will be given the opportunity to discuss your concerns and provided with additional training as necessary.

9.3 On completion of training, it is your responsibility to comply with this guidance. Failure to do so may result in disciplinary proceedings.

1. A hazard is anything with the potential to cause harm or damage to someone or something.

   Risk is the chance of something happening that has the potential to cause harm. [↑](#footnote-ref-2)