Key Safe Use Policy

July 2022

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1 KEY SAFES - GENERAL

Many of 1st Homecare's clients have a key safe system, allowing carers to gain entry to the client's house. The key safe will usually be located in a discreet location near the client's front or back door and will require a code to release the key. The carer will normally have been provided with the key safe number, if not, the Office or On call manager should be contacted to obtain the code. Carers should NEVER write the code on the Care Plan, and never inform anyone of the code.

The key should be replaced immediately in the safe once the carer has gained entry and the key safe closed. The key code MUST be scrambled immediately after use so that it is not possible for someone to open the key safe. When scrambling the key safe, all the numbers should be moved, not simply one or two numbers. Carers should take care to ensure there is no-one nearby who could see the code as the carer enters it into the system.

Should a client wish to change their key code, they should be advised to contact the Office to arrange this.

2 ENTERING A CLIENT'S HOME

Carers must always respect the fact that they are working in the client's home. When entering a client's home using the key safe, carers should always:

- Immediately make the client aware of the carer's presence
- Be dressed as required by 1st Homecare, and display their ID clearly so there is no doubt that they are a care worker, and be wearing their "my name is…" badge
- Address the client with the title/name that they prefer and identify themselves to the client to ensure that the client is aware of the carer's name.

If on entering a client's home using a key from a key safe the carer finds the client is not there, the carer should leave the house immediately, making the house secure, and contact the Office or On call manager. The Company has a Missing Client Policy which should be complied with in order to ascertain what has happened to the client.

If a carer is unable to gain access to a client's home, the carer should contact the Office or On call manager immediately for further instructions.

If on entering a client's home, a carer discovers that an accident has occurred to the client, the carer should follow the procedures in the Accidents, Incidents and Emergencies Policy.

3 LEAVING A CLIENT'S HOME

When the carer has completed the call, the carer should make sure the client is aware that the carer is leaving, particularly if they are unable to accompany the carer to the door. Carers should take particular care to leave the house secure, closing (and if appropriate locking) all doors and windows within the home, unless the client wishes them to leave any window open, and should ensure that the front door is securely shut on leaving. Details of any windows or doors left open at the client's request should be recorded by the carer as a visit note.

4 GENERAL

This Policy replaces the previous version. It may be amended at any time and staff shall be informed that there is a new version.

CHANGE HISTORY

Issue	Date	Description of Change and Reason
1	November 2012	First Issue
2	November 2014	Second Issue – minor amendments and formatting and addition of review date
3	May 2016	Third Issue – to update the address, and refer to Missing Client Policy
4	July 2016	Fourth Issue – to include reference to ensuring the key safe is closed after use and the code scrambled
5	January 2017	Fifth Issue – to make applicable to both offices
6	December 2018	Sixth Issue – change of Oxford office address
7	January 2020	Seventh Issue – inclusion of KL office address
8	July 2022	Eighth Issue – deletion of reference to Daily Record Sheet and inclusion of up-to-date wording “visit note”.

DOCUMENT CONTROL

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Maintainer	1HC
Owner	1HC
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