



ACCESSING A SERVICE USER'S PROPERTY

Accessing a Service User's House

Purpose

This procedure is to be followed by Support staff when entering and leaving a service users home.

Entering a service users' home

When approaching a service user house a visual inspection should be carried out to identify any hazards that may constitute a risk to the service user, these could include:

- Overgrown, slippery or deteriorating pathways
- Loose ridge tiles or guttering
- Poorly maintained steps
- Damaged locks that may present a security risk

Any hazards found should be noted in the support records. The service user and your line manager should be informed at the first available opportunity.

Use the doorbell or knocker for entry. For security reasons DO NOT agree with the service user to leave a key in an accessible location i.e. attached to the letterbox on string etc.

Leaving the service users' home

The support worker should, on completion of all work, carry out the following routine prior to leaving the service users' home:

- Ensure that all gas and electric appliances that you may have used are switched off or left in a safe state.
- Ensure that any free standing heaters are left in a safe position.
- Ensure that there are no dishcloths etc hanging above gas hobs.
- Ensure that all foodstuffs used in the preparation of meals have been properly stored away.
- Any snacks left for the service users to be eaten later are to be covered and left in a safe and easily accessible place.
- Ensure that all-exterior windows and outer doors are secured, unless the service user requests otherwise.

Ensure that when leaving the house it is left secure. Intruder alarms should be set in accordance with instructions.

Key safes

If a key safe is used to access a service user's property, the key safe number will be recorded in the individual's dashboard on the Company app. Support staff must lock the key in the key safe once they have secured the property so others can access the property. Never lock a service user in their property without them having a means to escape in case of emergency.

Paul Battershall
General Manager