

ACCESS TO PREMISES & KEY HOLDING POLICY

Policy Statement

Complete Care Agency Ltd believes in providing a working environment that is safe and easy to use for service users, their relatives and visitors, and for staff. Complete Care Agency Ltd believes that access to buildings is a critical part of their design, especially for domiciliary care agencies whose users may include the disabled, the infirm and the elderly. In particular, entrances and exits to agency offices need to balance welcome and ease of access with the obvious need to control access and ensure safety and adequate levels of security.

Scope

Complete Care Agency Ltd adheres fully to Outcome 10: of the Essential Standards of Quality and Safety — Safety and Suitability of Premises and Regulation 15 of the Health and Social Care Act 2008, (Regulated Activities) Regulations 2010: which relates to how agency offices should be set up and organised. Access design also needs to satisfy the provisions of the Fire Precautions Act 1971, the Road Traffic Act 1991 and of the Equality Act 2010, which places a duty upon owners of work premises to provide adequate access for disabled people.

Access Policy

Complete Care Agency Ltd is committed to providing safe and easy access to all parts of its premises for service users or staff who use wheelchairs, who are infirm or unsteady on their feet, or who suffer from sensory impairments.

Since October 2010, the Equality Act 2010 has required employers to make "reasonable adjustments" for disabled people, such as providing extra help or making changes to the way they provide their service. Previously under the Disability Discrimination Act 1995 from October 2004, employers also have to take reasonable steps to remove, alter or provide reasonable means of avoiding physical features that make it impossible or difficult for disabled people to use a service or to be employed in a workplace.

In addition, under the Building Regulations, new commercial buildings must cater for disabled visitors as well as the people working in them, while building works to existing premises should not have any facilities for disabled people made worse. To comply with these aspects of the law, and to provide full access as stated above, this organisation has put such measures in place which identify barriers to access, and regularly reviews its systems and processes for the way that its services are provided.

Access & Key Holding to Service Users' Homes

During the initial assessment, when care is planned, access and key holding to the service user's home, the security of the home and the security of the staff should be considered and any difficulties, hazards or risks identified. An agreement should be reached and entered in the service user plan about how the home care worker will affect entrance to the service user's home and this should include details of any adaptations or alterations agreed to by the home owner to minimise risk.

Complete Care Agency will not allow staff to keep the keys of service users and wherever possible actively encourages alternative options to keeping service users keys. If there is no alternative Complete Care Agency will agree to keep a key in its office premise which staff will have to collect and return following each visit.

If it is decided that Complete Care Agency should hold a copy of the service user's key then the permission of the service user or their relatives should be made in writing and suitable entry made to the service user plan. Key holding should never be embarked upon without the express permission of the home care worker's Manager or supervisor and if applicable Adult Services Care Manager.

Managers will label the key with a code, never with the name and address of the service user in case the key gets lost. Keys will be kept in the office in a locked box.

Staff who hold keys for service users should:

- Be very careful that they keep the key safe whilst in their possession.
- Inform their Manager or supervisor immediately in cases of the loss or theft of keys.
- Carers should always knock on the door and announce themselves before entering a service user's home with a key.

Staff should never:

- Agree to leave a key outside a house, in a safe place or on string by the letterbox.
- Attempt to gain forced entry to the home.
- Take a service users key home.

When gaining access to service users' homes, staff should at all times adhere to the agencies policies on Security, Key Holding and Identity Cards.

Note:

Some service users have a key safe box outside their homes which is a secure box containing their key. The box can only be opened with a combination or a master key. This avoids the dangers of a service user hiding a key somewhere outside the house and means that the key is always available. Staff who have to use a key safe box should take care with the security of the combination number and keep it secret. In particular, they should never write it down next to the service user's address. Staff should always keep key codes and entry system codes confidential.

Training

All staff will be offered training covering basic information about staff duties and responsibilities under the Equality Act 2010 and about health and safety risk management and the reporting of hazards. All new staff will receive induction training which will include guidance on improving access, key holding procedures and be trained in home security procedures. In particular, staff will be trained to be more aware

and involved with disabled access and to consider how services can be provided in a different way that disabled people would find more convenient.

Procedure for Key Holding and Key Issues

1. KEY ISSUE REGISTERS

- 1.1 These should be separately maintained for original and duplicate keys. These registers should contain details of date, time and person to whom the key was issued and their signature.
- 1.2 Keys should only be issued to persons with reason to require a key for early or late working.
- 1.3 The Manager should be advised and should initiate an investigation of any keys outstanding which have been provided temporarily and are not returned beyond the normal time for their return and should carry out and certify in the register on 100% check of the original keys on a regular basis.

2. CLEANING OF DEPARTMENTS

- 2.1 Where cleaning staff require access to Departments/Offices which are secured, acceptable arrangements should be made between Departmental Managers to ensure that control is maintained concerning the allocation of keys and identification of Staff in possession of keys is available at all times.

3. LOSS/THEFT OF KEYS

- 3.1 The loss or theft of keys should be reported as soon as possible to the Director and Managers.
- 3.2 In the event of locks needing to be replaced contact should be made with the Estate Department for the appropriate arrangements to be made.
- 3.3 Any cost of replacement keys or locks will be payable by the person whom has lost the key.

4. KEY HOLDER DETAILS

- 4.1 In the event of an emergency situation, it is advisable that Managers furnish the on call with a current list of key-holders. This list should be updated at regular intervals.

5. AUTHORISED PERSONS

- 5.1 No persons who are not employed by the company should be allowed access to the building without the prior consent of the Company Director. Due to the confidential nature of the information stored visitors should not be left alone in the building.

Review of this Policy

Date: 3rd May 2016

Review: 3rd May 2019

Complete Care Agency

Complete Care Agency Key Register – 1 Airport West

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