

Key Holding Policy

POLICY STATEMENT

SOS Homecare aims to ensure the safety of service users and their property whilst not holding the client's keys.

PROCEDURE

Assessment

As part of the initial (and ongoing) assessment process, the means by which carers will gain entry and safe departure from a client's home will be discussed and agreed. This might involve;

- Client agreeing to answer doorbell/knock and let carers into the property
- Key being left in a designated place – an external key safe
- Clients might choose to leave their door open for carers to let themselves in. If this is the arrangement, clients will be advised of the associated risks.
- It is the policy of the company not to hold keys for clients.
- The key holding arrangements will be recorded in the risk assessment document held in the client's home and in the Company office. Any key safe codes will be 'key secure' both in the Company office and in individual carer records.

Carer Visits

As part of the management initial visit to a client, the key holding arrangements will be explained and demonstrated.

Carers will follow the key holding arrangements at all visits and report any problems or changes to these arrangements.

Security of key safe numbers

Key safe numbers will be recorded on CarePlanner, which can only be accessed by authorised individuals. Carers will only have access to the key safe codes for the clients that they are visiting on that shift. The number will also be encrypted, to ensure that other individuals

cannot decipher the number. Key safe codes must be kept confidential, and must never be shared by carers (unless authorised by the Care Manager or a Director).

Policy Review

This policy will be reviewed every two years.